 **AFFINITY FOSTERING SERVICES LTD**

***“Enhancing & Empowering Young People’s Lives”***

**Job Description**

**ADMINISTRATOR**

**Responsible to:** Head of Business Services

**Line Manager:** Head of Business Services

**Job Summary:** To provide administrative support to the business.

**Office Location:** North Wing Offices, Ingatestone Hall, Hall Lane, Ingatestone, Essex CM4 9NR

**Hours of Work:** 35 hours per week

Monday – Friday - 9.00am to 5.00 pm\*

\*Lunch hours are not paid

**PRIMARY FOCUS: to Safeguard and Protect Children’s Welfare**

***Participation is when people are given the opportunity to express their views effectively and for those views to be listened to and taken account of. It is about being involved in and influencing decision making on matters that affect them.***

**General Purpose**

1. To effectively carry out the responsibilities detailed within this Job Description.
2. To be the first point of contact for telephone calls and general enquiries and to ensure that the relevant information is relayed to the appropriate team member.
3. To prepare documents and responding to correspondence in the appropriate manner.
4. Typing to include: Supervision Notes, Reports, mail merge letters, spreadsheets, Minutes and comprehensive forms in Form F Assessments and Household Reviews.
5. To prompt Social Workers of when Household Reviews, Medicals, DBSs and any other relevant checks or due.
6. To be aware of, and at all times, comply with all relevant Organisational Policies and Procedures maintaining records diligently, confidentially and accurately as required.

**Principle Accountabilities**

1. To prepare documents and responding to correspondence in the appropriate manner.
2. Typing to include: Supervision Notes, Reports, mail merge letters, spreadsheets, Minutes and comprehensive forms in Form F Assessments and Household Reviews.
3. To prompt Social Workers of when Household Reviews, Medicals, DBSs and any other relevant checks or due.
4. To be aware of, and at all times, comply with all relevant Organisational Policies and Procedures maintaining records diligently, confidentially and accurately as required.
5. To monitor and maintain allocated Foster Carer CHARMS records including training records to meet both Organisational and Ofsted requirements.
6. To monitor and maintain allocated Organisational Young Peoples CHARMS records to meet Organisational and Ofsted requirements.
7. To monitor and maintain all relevant administration files, both hard physical and electronic versions, to meet Organisational and Ofsted requirements.
8. To ensure that Application Packs are sent to potential Foster Carer applicants, if requested to do so.
9. To process and record all relevant statutory checks and correspondence in relation to progressing Foster Carer applications.
10. To ensure that any follow up action from Health Authorities, Councils Services and other third party references are effectively administered.
11. To assist with the administration of the processing of DBS checks including obtaining copies of the relevant identification.
12. To keep allocated Social Workers informed of the progress of all relevant statutory checks in relation to the processing of potential Foster Carers.
13. To update appropriate CHARMS records and relevant information therein once the Foster Carers have been approved at Panel.
14. To ensure that all new young people in placement have been set up on CHARMS and linked to the appropriate Carer.
15. To take appropriate minutes of relevant meetings which may include Team Meetings and Panel Meetings.
16. To assist with the processing of stationary orders.
17. To review, update and distribute the relevant Out of Hours / Office Duty Rota as required.

**Other Duties**

1. To assist the Management Team in the development and implementation of administration Policies.
2. Ensure that systems in place meet the standards expected by all Service Users.
3. To ensure that all Organisational Policies are adhered to.
4. To ensure confidentiality is maintained throughout the Service and to be able to challenge situations that breach this Policy.
5. Ability to screen calls.
6. Ability to deal with general enquiries.
7. Dealing with the both the incoming and outgoing mail.
8. Effectiveness of workflow and prioritisation of own work.
9. Ensure professional working relationships with staff and Service Users.
10. Filing ensuring that the files are maintained in an accurate and efficient manner.
11. Attendance and participation in relevant meetings as requested.
12. To ensure confidentiality is maintained at all times.

**Miscellaneous**

1. To participate fully in regular supervision with Line Manager.
2. To participate fully in annual appraisal with Line Manager.
3. To commit to Organisational Equal Opportunities Policy.
4. To have the ability to be flexible within a changing environment.
5. To exercise personal responsibilities under the Health and Safety at Work Act.
6. To commit to developing appropriate additional skills to enhance performance and knowledge base.
7. To undertake any training that may be identified by your Line Manager.
8. To have the ability to work in a respectful manner, working within a team environment.
9. To have the ability to manage time and self in order to achieve objectives.
10. To have /enhance good organisational and planning skills.

NB: The above mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other duties, deemed appropriate by their Line Manager, that is within the level of competency of the post holder.

**PERSON SPECIFICATION**

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| **Qualifications** |  | **Method of Assessment** |
| Sound IT skills including: Word, Excel, Outlook, and internet as an advantage. | Essential | Certificates |
| Evidence of commitment to continued professional development | Essential | Application Form/Certificates |
| **Experience*/Knowledge*** | | |
| Good typing speed/accuracy essential | Essential | Application Form/Interview |
| Maturity, self awareness, self confidence, self motivation, ability to take initiative, personal authority, sense of humour, creativity, ability to cope with stress, conscientiousness, persistence, care and warmth | Essential | Application Form/Interview |
| ***Skills/*Abilities** | | |
| Flexibility and personal commitment to high professional standards | Essential | Application Form/Interview |
| Ability to work alone and use own initiative. | Essential | Application Form/Interview |
| To be able to work effectively as part of a team | Essential | Application Form/Interview |
| IT literate with good keyboard skills | Essential | Application Form/Interview/Certificates |
| Ability to communicate effectively verbally and in writing at all levels | Essential | Application Form/Interview |
| Ability to produce work to deadlines and work under pressure and make efficient and accurate decisions on complex childcare issues. | Essential | Application Form/Interview |
| Confidence and ability to drive long distances. | Essential | Interview |
| High level of personal integrity and commitment to confidentiality | Essential | Application Form/Interview |
| Ability to organise and prioritise own work and balance varying priorities | Essential | Application Form/Interview |
| Interest in developing the service provided by Affinity Fostering Services. | Essential | Application Form/Interview |
| Excellent organisational skills and ability to prioritise effectively. | Essential | Application Form/Interview |
| Enthusiastic and energetic | Essential | Interview |
| **Additional Factors** | | |
| Full current driving licence | Essential | Application Form/ Interview |
| Enhanced DBS disclosure | Essential | Application Form/ Interview |
| Satisfactory references | Essential | Application Form/ Interview |
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*Affinity Fostering Services Limited is determined at all times during its recruitment and on-going retention of personnel to 'Keeping children and young people safe' in line with a strong commitment to achieving equality of opportunity in both the service it provides and the employment of all its staff and expects all employees to promote this policy in their work.*