

**Job Title:** Administrator

**Job Purpose:** Assists the Registered/Regional Manager and Administration Colleagues in the provision of a comprehensive administrative support for the region, a provider of quality, professional services for local authorities placing children and young people in care. The administrator plays a key role in ensuring the up keep and maintenance of premises and equipment, facilitating a safe environment for staff and visitors to the office.

**Overall Accountable Manager :** Registered Manager  
**Responsible to and appraised by:** Office Manager

**Links with:** Senior Managers, Supervising Social Workers, Carer Recruitment Officer, Support Worker, Referral Coordinator, Finance, IT, HR

**External:** Panel members, Local Authorities, Foster Carers, Service Contract Providers and Suppliers, Local Community

### **KEY ACCOUNTABILITIES:**

#### **Administration**

- Provide a comprehensive administrative service which facilitates the work of all agency staff, including the provision of information and appropriate support in accord with procedure and in response to requests, liaising with colleagues where necessary
- Undertakes a range of general administrative duties including work processing producing documents and spreadsheets, creating mail merges, filing and retrieving documents from both manual and computer based systems, developing and maintaining the agency's data recording systems, inputting and retrieving data to ensure accurate and up to date information is available
- Deal quickly and efficiently with telephone calls, enquiries and telephone and email messages passing them through to the relevant agency staff member or department, advising a registered/regional manager of any important issues that cannot immediately be passed on or of any matter concerning child protection
- Provides a confidential and effective point of contact for the agency.
- Undertakes regular post duties, including the collection, sorting, distribution and despatch of all internal and external post, together with acceptance of deliveries of goods and associated administrative procedures.
- Meets and greets visitors, ensuring that they, as well as contractors and planned service providers attending the office, are dealt with according to procedure and expected standards of customer service.
- Supports and minutes meeting. This can include Panel Administration and other events held at the office or other venues, providing hospitality duties as required

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- Assists the Registered/Regional Manager to maintain a safe working environment, efficient housekeeping and maintenance of the office and equipment used, responding to and reporting equipment and building issues
  - Ensures statutory checks for foster carers are completed to timescales and are recorded accurately.
  - Works, at all times, in accord with the policies and procedures of the National Fostering Agency and statutory regulations applicable to fostering services and observes the strict rules of confidentiality appropriate to the post.
  - Oversee the completion of carer and children's records to ensure they are accurate and comply with regulations and National Minimum Standards for fostering services.
  - Assists the office with communication to staff and carers across the business on behalf of Senior Management in the form of e-mails and mail merges and by collating and maintaining information packs
  - Coordinates and supports training held at either at the office or other venues, booking meeting rooms, sourcing appropriate venues, communicating to all parties involved in the meeting and providing hospitality duties when required.
  - Works with the regional team on ad hoc tasks and projects such a research, collating documents, arranging meetings etc.
  - Extracting and analysing data from the in house database to compile reports and statistics for the management team.
  - Ensure that the company's health and safety policies and procedures are up to date, all audits and checks are carried out and that all staff are aware of their responsibilities. Ensures care and childrens records are accurate and up to date.

#### **Other**

- Participates in an annual performance review programme
- Works, at all times, in accord with the policies and procedures of the NFA Group and statutory regulations applicable to fostering services and observes the strict rules of confidentiality appropriate to the post
- Undertakes other duties in relation to their work, as determined by an NFA Group manager.

**This job description is not definitive and is likely to change in consultation with the post holder as the role develops.**

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**Job Holder's signature**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Signed on behalf of the National Fostering Agency Group**

Name: \_\_\_\_\_ Title

Signed: \_\_\_\_\_ Date: \_\_\_\_\_