



Job Description

Job Title: Administrator YOS

POSCODE: 1367

Grade: G

Overall Purpose of Role

To provide administrative support to the work of the Youth Offending Service (YOS). To attend and support meetings by taking notes, transcribing and distributing minutes, provide and disseminate information, including data inputting, manipulation and retrieval. To maintain, develop and enhance services to service users; act as a point of contact for the YOS.

Main Accountabilities

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1	Prepare agendas, support meetings by taking notes, transcribing, distributing and collating documents. Progressing action points within agreed timescales, despatching invitation letters, reports, booking meeting venues, co-ordinating calendars, organising schedules and travel arrangements.
2	Provide administration support for the YOS Management Board (including cover for Senior Administrator) to take notes (minutes), collate reports and preparation for inspections. Be a point of contact for detailed enquiries for YOS Senior Management via email, post and telephone, providing effective and confidential business support.
3	Answer incoming telephone calls, directing all callers to the appropriate person, department or agency. Take accurate messages, retrieve voicemail messages, taking action and making outgoing calls on behalf of team colleagues.
4	Receive, sort and prioritise mail and email, redirecting and responding to routine correspondence without direction. Type confidential reports, official documents from managers in relation to disciplinary and grievance procedures, including taking notes at interviews and hearings.
5	Ensure all electronic record systems are accurate and updated for service review meetings, reflecting required outcomes, whilst maintaining confidentiality.
6	Develop, accurately manage information, using spreadsheets, databases and systems. Maintain records in line with the Data Protection Act (GDPR), Freedom of Information regulations and retention policies. Gather performance information to provide guidance to others to meet service standards.
7	Manage requirements and distribution of petty cash, directed through YOS Senior Management, day to day processing of purchase orders and invoice payments. Reconciliation of expenditure by monitoring and closing down open orders supporting financial control. Processing sales invoices, ensuring income is maximised and debt collected.

8	Participate within YOS-Admin rota, including team development activities, assist, coach and mentor less experienced colleagues with routine tasks supporting achievement of individual and team performance objectives.
9	Develop and maintain positive, productive working relationships with colleagues and service users, promoting effective communication internally and externally. Plan and provide administrative support to projects and specialised activities of the YOS, e.g., supporting HR, recruitment and induction of staff including movement of staff within the ERP establishment.
10	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11	Ensure reasonable care is taken at all times for the health, safety and welfare of yourself, others, complying with policies and procedures relating to health and safety within the Trust.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

	Essential	Desirable
Qualifications	<p>Able to demonstrate a good level of general education equivalent to GCSE standard in English and Maths Grade A-C.</p> <p>NVQ Level 2 or equivalent in a relevant subject or business experience.</p> <p>Appropriate level of IT and keyboard skills relating to Microsoft Office.</p>	<p>European Computer Driving Licence, where appropriate.</p> <p>Customer service training and evidence of recent Continuing Professional Development and/or personal learning.</p> <p>NVQ Level 3 or equivalent in a relevant subject or business experience.</p>

Minimum levels of knowledge, skills and experience required for this post

	Essential	Desirable
Experience & Knowledge	<p>Previous experience of working in a busy office-based role, administrative or customer service.</p> <p>Organising events, managing diary and meeting schedules for a number of individuals, minute taking complex meetings.</p> <p>Preparation of documents to high standard, correspondence and direct contact from service users and reception/office duties.</p> <p>Ability to implement secure manual and computerised record systems, filing and retrieval processes, maintaining databases/spreadsheets.</p> <p>Discretion and understanding of confidentiality when dealing with sensitive information of high emotional content, application of Data Protection Act (GDPR), Freedom of Information Act.</p> <p>Financial transactions, accurate attention to detail skills of financial information.</p> <p>Organisational skills, ability to effectively communicate and negotiate with a wide variety of people both written and verbally.</p>	<p>Experience of issues working within criminal justice and youth crime services.</p> <p>An understanding of presenting statistical financial information.</p> <p>Ability to work on the implementation of projects delegated by a manager.</p> <p>Experience of guiding and assisting less experienced colleagues.</p> <p>Ability to use Capita and ERP applications.</p>

	<p>Plan and manage workloads effectively, prioritising tasks, solving problems, using initiative, working to deadlines and achieving them.</p> <p>Work as an effective team member, building relationships, contribute to team development and performance objectives.</p> <p>Respond to customer needs, using customer complaints positively to improve service, whilst acquiring new skills to identify and respond to changing service requirements.</p>	
Equal opportunities	Demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Safeguarding	Demonstrate an understanding of safe working practices that apply to this role.	
	Ability to work in a way that promotes safety and well-being of children and young people/vulnerable adults.	

Disclosure level

What DBS Level is required for this post?

None	<input type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input checked="" type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type.)

Fixed	<input checked="" type="checkbox"/>
Flexible	<input type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>