Northamptonshire Children's Trust

Job Description

Job Title: Administrator 2 – Emergency Duty Team

POSCODE: HAY01367

Grade: G

Overall Purpose of Role

To provide an effective, timely and accurate administration support to the Safeguarding teams working within the Front Door of Northamptonshire Children's Trust.

	Main Accountabilities
1	To provide a comprehensive, confidential range of effective and transparent business support to the Emergency Duty Team
2	To support the management of the EDT processes and systems in relation to communications and SharePoint, including mailbox monitoring and response.
3	To undertake a range of specific service functions as a key point of contact, as required by the team, for example, tracking and supporting of key reports, minute taking, providing general administrative support for the team manager, staff and more.
4	To provide effective administrative support to the team.
5	To support the team with the tracking and allocation of cases, including data and performance information support, data gathering and validating data across multiple systems. An understanding of Excel is essential.
6	Work closely and jointly with the other service members as required to ensure continuity of support for Children's Services and undertake other tasks as appropriate to the role to meet the needs of the business
7	To deliver and support effective induction training for new staff in the team, ensuring effective training on local and corporate systems and requirements and being a point of contact for the service.
8	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.

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

Qualifications Required	Subject	Essential/Desirable
Educated to GCSE standard or equivalent professional qualification or business experience	Maths and English Grade C or above	Essential

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

Identify	Details	Essential/Desirable
Knowledge:		
Local Government	A knowledge of working within a local government setting and working across key stakeholders	Desirable
Children's Services	Experience of working within a Children's Service environment	Desirable
Business Support	Business Support Experience of working within a Business Support/ Administrative role supporting operational delivery	Essential
Numeracy	Excellent numeracy, analytical, interpretative attention to detail.	Essential
IT	Competent in the use of IT	Essential
Communication	Must be able to demonstrate ability to effectively communication across myriad channels.	Essential
Working Relationships	Experience of establishing strong working and effective relationships with customers	Essential
Change Management	Experience of working with a fast changing, dynamic environment.	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding (include for roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure Level

What DBS Level is required for this post?	
None	☐
Standard	☒
Enhanced Child Only	☐
Enhanced Child/Adult Bar	☐

Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	☐
Flexible	☒
Field	☐
Home	☐