



Job Description

Job Title: Administrator – Family Group Conferencing

POSCODE: 1367

Grade: G

Overall Purpose of Role

To provide administrative support to the work of the Family Group Conferencing Team. 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 for service users, act as a point of contact for the Family Group Conferencing Team.

Main Accountabilities

| Main Accountabilities | |
|-----------------------|---|
| 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 Family Group Conferencing Team (to take notes (minutes), collate reports and preparation for inspections. Be a point of contact for detailed enquiries for Family Group Conferencing via email, post and telephone, providing effective and confidential business support. |
| 3 | To collate, organise and map information including but not exclusive to contact details, genograms and minutes of families open to the Family Group Conferencing Team and implement filing systems in which to gather linked information to support co-ordinators. |
| 4 | Receive, sort, and prioritise mail and emails, redirecting and responding to routine correspondence without direction. Type confidential reports, official documents from managers in relation - to management meetings and confidential internal process, including taking notes and 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. To support with implementing and tracking systems and maintaining and producing accurate data, using Microsoft Office programmes including Excel. |

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| 7 | Participate within Family Group Conferencing Team meetings, including team development activities, assist, coach and mentor less experienced colleagues with routine tasks supporting achievement of individual and team performance objectives. |
| 8 | 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 Family Group Conferencing Team, e.g., taking minutes, uploaded documents, speaking with partner agencies and completing reports. |
| 9 | To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs. |
| 10 | 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 *(Include for roles involving work with children/vulnerable adults)*
 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 | Details | Essential/Desirable |
|---|---------|---------------------|
| Able to demonstrate a good level of general education equivalent to GCSE standard in English and Maths Grade A-C. | | Essential |
| NVQ Level 2 or equivalent In a relevant subject or business experience. | | Essential |
| Appropriate level of IT and keyboard skills relating to Microsoft Office. | | Essential |

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

| Identify | Details | Essential/Desirable |
|---|---------|---------------------|
| Knowledge: | | |
| Previous experience of working in a busy office-based role, administrative or customer service. | | Essential |

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|---|--|-----------|
| | | |
| Organising events, managing diary and meeting schedules for a number of individuals, minute taking complex meetings. | | Essential |
| Preparation of documents to high standard, correspondence and direct contact from service users and reception/office duties. | | Essential |
| Ability and Skill: | | |
| Ability to implement secure manual and computerised record systems, filing and retrieval processes, maintaining databases/spreadsheets. | | Essential |
| Discretion and understanding of confidentiality when dealing with sensitive information of high emotional content, application of Data Protection Act (GDPR), Freedom of Information Act. | | Essential |
| Financial transactions, accurate attention to detail skills of financial information. | | Essential |
| Organisational skills, ability to effectively communicate with a wide variety of people both written and verbally. Be able seek clarification and to persuade others to take a course of action . | | Essential |
| Experience of issues working within Family group conferencing | | Desirable |

| | | |
|---|--|-----------|
| An understanding of presenting statistical financial information. | | Desirable |
| Ability to work on the implementation of projects delegated by a manager. | | Desirable |
| Experience of guiding and assisting less experienced colleagues. | | Desirable |
| Ability to use Capita and ERP applications. | | Desirable |
| Plan and manage workloads effectively, prioritising tasks, solving problems, using initiative, working to deadlines and achieving them. | | Desirable |
| Work as an effective team member, building relationships, contribute to team development and performance objectives. | | Desirable |
| Respond to customer needs, using customer complaints positively to improve service, whilst acquiring new skills to identify and respond to changing service requirements. | | Desirable |
| Equal opportunities: | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs | Essential |
| Safeguarding: <i>(include for roles working with children/vulnerable adults)</i> | Demonstrate an understanding of the safe working practices that apply to this role. | Essential |

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| | 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 | <input type="checkbox"/> |
| Standard | <input type="checkbox"/> |
| Enhanced Child Only | <input type="checkbox"/> |
| Enhanced Child/Adult Bar | <input checked="" type="checkbox"/> |

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

Job Description Questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

| | | | |
|--------------------------------------|--|--|---------------|
| Job title: | | POSCODE <i>(Needed for re-evaluations)</i> | |
| Reports to (job title): | | Directorate/Service: | |
| Presenting Manager: | | Date of evaluation: | |
| Supporting HR contact person: | | New Post | Yes/No |
| | | Re-evaluation: | Yes/No |

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

Organisation chart (please include POS CODES not the grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

Change of accountabilities (for re-evaluations only)

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

- changes to the accountabilities;
- changes to the essential qualifications, knowledge, skills and experience; or

- changes to the team structure

Communication and influencing

| Contact | Nature of interpersonal skills used |
|----------|-------------------------------------|
| Internal | |
| | |
| | |
| | |
| | |
| External | |
| | |
| | |

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

What level of supervision is this post subject to?

What type of priorities is the post holder able to set themselves?

What kind of systems, procedures or 'rules' are set around the job?

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

At what point does the post holder escalate a problem to a more senior employee?

Decision making

| | |
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| Does the post holder makes a decision based on | a set process to resolve the problem |
| | a solution based on their past experience |
| | seek more information to determine the extent of the problem |
| | use creative thinking to develop new concepts |

Please give an example to illustrate the approach to decision making specified above.

Freedom to act

Please give two examples of areas that the post holder has discretion over.

- 1)

- 2)

Impact

Financial impacts of the role

| Financial measure (e.g. income, expenditure, capital budget) | Amount (£) | Role (Direct control, joint control, advisory/influencing role) |
|--|------------|---|
| | | |
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Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with 50 or 50,000 payslips.

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

Declarations

All roles – Manager

JDQ completed by:

By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.

Signed:

Date:

Print name:

Re-evaluations only – Current Post Holder

Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.

Signed:

Date:

Print name:

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

| Job title | Hay Line | | | Score |
|-----------|----------|-----------------|----------------|-------|
| | Know How | Problem Solving | Accountability | |
| | | | | |
| | | | | |
| | | | | |

HR Advisory - Advice given to the manager

Use this section to record any relevant background information and advice that you have given to the manager.