



Job Description

Job Title: Senior Administrator

POSCODE: 01372

Grade: H

Overall Purpose of Role

Provide resilient administrative support to senior managers within the Safeguarding & Quality Assurance Service (SQAS).

Co-ordinate the activities of the SQAS Business Support Team, including monitoring and allocating work to others and taking responsibility for the completion of scheduled work.

To manage SQAS Business Support Staff, delivering an effective induction programme for new team members, developing, coaching, mentoring and performance, managing the team to ensure Smart Outcomes are met.

To meet and assist with supervisory requirements.

Main Accountabilities

Main Accountabilities	
1	To deliver an effective induction programme, train, supervise, motivate, develop, and appraise a team of Business Support staff to ensure services are delivered in a timely, focused, efficient and effective manner.
2	To support the recruitment and selection process of team members.
3	To ensure systems and procedures established for the SQAS Business Support Team are in place and are adhered to, in lines with the SQAS Team's requirements.
4	To manage the workload and productivity of the team and engage with other team members to understand their work requirements and help where appropriate.
5	To provide regular and structured feedback to the Team Leader and Teams.
6	To assist team members in embracing new ways of working and new technology, providing coaching, and identifying training needs where appropriate and participate in the development and application of new systems and procedures.

7	Manage the team in preserving a high degree of confidentiality in respect of client and personnel information in accordance with Northamptonshire Children's Trust Protection Policy.
8	To provide cover for the SQAS Business Support Team Leaders in their absence.
9	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10	Manage the Health and Safety arrangements within the team and ensure that all necessary assessments are completed and recorded. Maintain a safe, tidy working environment. Ensure that reasonable care is always taken for the health, safety and welfare of you and other persons, and to comply with the policies and procedures relating to health and safety within the department.
11	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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
GCSE Grade C or above	Maths and English	Essential
NVQ3 or equivalent relevant professional experience		Desirable

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

Identify	Details	Essential/Desirable
Knowledge:		
Health and Safety	Knowledge of Health and Safety at Work.	Essential
Data Protection	Knowledge of Data Protection.	Essential
Skills:		
Communication	Excellent communications skills both oral and written to articulate at all levels.	Essential
Working relationships	Strong Interpersonal skills.	Essential
Initiative	Ability to use initiative to solve urgent business issues.	Essential
I.T	Good IT skills including all Microsoft Office applications (Outlook, Word, Excel, PowerPoint).	Essential
Negotiation	Good negotiating skills.	Essential
Coaching	Coaching skills to develop skills/performance of staff.	Essential
Confidentiality	Demonstrate absolute discretion and confidentiality and application of Freedom of Information and Data Protection Act and principles at all times.	Essential

Experience:		
Business Support	Significant experience in administrative work.	Essential
Supervision	Proven experience of supervising a team including demonstrating the ability to manage the quality and productivity of the team.	Desirable
Solution focussed	Problem solving.	Essential
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential
Safeguarding	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	<input checked="" type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

Working Arrangements

What work type does this role fit into?	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>