



## Job Description

Job Title: Administrator Level 2 - MASH

POSCODE:

Grade: **G**

### Overall Purpose of Role

**Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.**

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

**Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities**

	Main Accountabilities
1	To provide a comprehensive, confidential range of effective and transparent business support to the Multi-Agency Safeguarding Hub (MASH) and Safeguarding Front Door.
2	To coordinate and manage the MASH and Front Door central team 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 front line staff and more.
4	To provide effective administrative support to Front Door staff in monitoring and processing referrals that come into 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.
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	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.

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**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	Subject	Essential/Desirable
<b>Educated to GCSE standard or equivalent professional qualification or business experience</b>	Maths and English Grade C or above	E

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

Identify	Details	Essential/Desirable
<b>Knowledge:</b>		
<b>Local Government</b>	A knowledge of working within a local government setting and working across key stakeholders	D
<b>Children's Services</b>	Experience of working within a Children's Service environment	D
<b>Business Support</b>	Experience of working within a Business Support/ Administrative role supporting operational delivery	E
		E
<b>Skills:</b>		
<b>Numeracy</b>	Excellent numeracy, analytical, interpretative attention to detail.	E
<b>IT</b>	Competent in the use of IT	E
<b>Communication</b>	Must be able to demonstrate ability to effectively communication across myriad channels.	E
<b>Experience:</b>		
	Give an idea of the type and level of experience required <b>do</b>	

	<b>not</b> specify years of experience.	
<b>Working Relationships</b>	Experience of establishing strong working and effective relationships with customers	D
<b>Change Management</b>	Experience of working with a fast changing, dynamic environment.	E
<b>Disclosure Level</b>		

<b>What DBS Level is required for this post?</b>	
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, the default workers type is flexible)	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>