

## Job Description

**Department:** Children's Services

**Division/Section:** Clare Lodge Secure Children's Home

**Job Title:** General Administrator

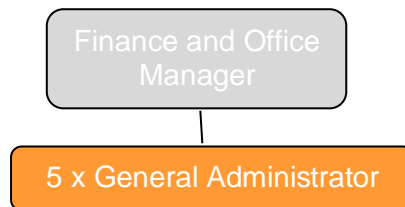
**Post No:**

**Grade:** Grade 5

**Reports to:** Finance and Office Manager

**Organisation  
Chart:**

Show immediate  
manager and any  
jobs reporting to  
this post.



Does the post  
involve working  
in regulated or  
controlled  
activity with  
children or  
vulnerable  
adults?  
CRB Check  
applicable?

Regulated ☐ Controlled ☐ Neither ☐

Standard ☐ Enhanced ☒ None ☐

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes ☐ No ☒

**Line Management  
responsibility for:**

No. of direct reports: 0

No. of indirect reports: 0

**Size of budget:**

0

- state whether **accountable** for (i.e. budget holder)  
or **accounting** for (e.g. monitoring)

**Job Purpose:** To provide efficient and effective administrative support to Clare Lodge in meeting its business objectives.

### **Main Duties and Responsibilities:**

1. Undertake task as defined within the core function of the Business Team these include; Lounge Administration, Rota Master, Clear Care, Reception, Recruitment, Register of Adults, Archive etc. These tasks will be allocated by the Finance and Office Manager and will be the substantive task for each member of the General Administration Team.
2. Act as a first point of contact for the service, including enquiries which may be emotive, distressing and complex in nature; assessing the nature and urgency of the call and responding or referring to senior officers (e.g. Duty Manager) as appropriate.
3. Process and respond promptly to incoming communications (post, telephone, email, face to face), accurate message taking, copying and distributing information as necessary
4. To provide statistical information for internal and external customers as directed by the Finance and Office Manager.
5. Produce a range of documents including reports/letters/emails and presentations to a good standard by the required deadline.
6. Collect, process and input data into the Homes management systems and databases (e.g. X Drive, Clear Care, RotaMaster etc.) ensuring accuracy and security of data and compliance with statutory requirements
7. Use electronic and manual filing systems with due regard to security and confidentiality
8. Organise meetings and statutory events (e.g. Young People meetings, Reviews etc.), ensuring that appointments are realistically planned with regard to timing and venue; venue, catering and resources are booked appropriately; and preparing materials to support the event
9. Maintain record-keeping systems for recording and monitoring service processes and provide regular summary reports to Finance and Office Manager and Manager as directed.
10. Support the recruitment, interviews and data management of all staff in line with statutory requirements.
11. To engage in the quality monitoring of the business; creating and keeping a range of data gathered from within and outside the service in relation to the performance of the business. To provide management and statistical data for the management team.
12. To undertake specific projects as directed by the management team.

To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and

**Generic Responsibilities:** vulnerable adults and expects all staff and volunteers to share this commitment.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE: 14.07.21**

**COMPLETED BY:** Steve McFaden

## Person Specification

**JOB TITLE:** General  
Administrator

**POST NO:** 003984

**GRADE:**5

**DEPARTMENT:**  
Children's  
Services

**HOURS:** 37 per week

**DIVISION:** Clare Lodge

**DIRECTOR:**  
Wendi Ogle-  
Welbourn

**DATE:** 14/07/21

**COMPLETED BY:** S McFaden

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	Knowledge of: <ul style="list-style-type: none"> <li>Intermediate knowledge of Microsoft systems; including Word, Excel, Database etc.</li> <li>Meeting note taking</li> <li>Health and Safety</li> <li>Customer Service</li> </ul>	Safeguarding
<b>SKILLS &amp; ABILITIES</b>	Able to demonstrate skills and ability around: <ul style="list-style-type: none"> <li>Effective communication with a diverse variety of stakeholders both verbally and in writing</li> <li>Managing a pressured workload and meet deadlines</li> <li>Able to use own initiative and plan work</li> <li>Ability to display a calm and non-confrontational approach</li> </ul>	
<b>EXPERIENCE</b>	Experience of: <ul style="list-style-type: none"> <li>Working in a multi disciplinary team</li> <li>Working with professionals from different backgrounds e.g. Health, Education etc.</li> <li>Delivering to business objectives</li> </ul>	Safeguarding
<b>QUALIFICATIONS</b>	ECDL or equivalent	
<b>PERSONAL CIRCUMSTANCES</b>	Willingness to work within all PCC guidelines Ability to work flexibly to meet the Homes requirements Willingness to undertake and complete all	

	relevant training and development	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]*