

Job Description

Department:	Childrens Services
Division/Section:	Family Hubs
Job Title:	General Administrator
Post No:	
Grade:	Grade 5 , Fixed term until March 2025
Reports to:	Family Hubs Lead Officer
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD A[Family Hubs Lead Officer] --> B[Family Hubs Support Officer] B --> C[General Administrator] B --> D[Family Hubs Parent Peer Co-ordinator] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget: (Per annum)	- state whether <i>accountable</i> for (i.e., budget holder) or <i>accounting</i> for (e.g. monitoring)

	N/A
Job Purpose:	To support the Family Hubs Project Team with efficient and effective administration support in meeting its business objectives

Main Duties and Responsibilities:

	<ul style="list-style-type: none"> Undertake tasks as defined within the core function of the Family Hubs project team these include; day to day administration support to project team staff, dealing with orders and deliveries, finance support including keeping clear and accurate financial records 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 lead officer Process and respond promptly to incoming communications (post, telephone, email, face to face), accurate message taking, copying and distributing information as necessary. To provide statistical information for internal and external partners as directed by the Lead Officer Produce a range of documents including reports/letters/emails and presentations to a good standard by the required deadline. Collect, process and input data needed for reports to Department of Education Organise meetings and statutory events (e.g. Transformation Boards, Local Publicity events), 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 Support the recruitment, interviews and data management of all staff in line with statutory requirements. 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 undertake specific projects as directed by the Lead Officer
Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
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:	<p>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.</p> <p>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.</p>

DATE: 26.07.2023

COMPLETED BY: Fran Macklin

	Date Issued: February 2017	Last updated: June 2023
--	----------------------------	-------------------------

Person Specification

Job title:	General Administrator	Directorate:	Childrens Services
Grade:	Grade 5	Service / Team:	Family Hubs Project Team
Date:	26/07/2023	Completed by:	Fran Macklin

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	Knowledge of: <ul style="list-style-type: none"> • Intermediate knowledge of Microsoft • systems; including Word, Excel, Database etc. • Meeting note taking • Health and Safety • Customer Service 	
SKILLS & ABILITIES	Able to demonstrate skills and ability around: <ul style="list-style-type: none"> • Effective communication with a diverse variety of stakeholders both verbally and in writing • Managing a pressured workload and meet deadlines • Able to use own initiative and plan work • Ability to display a calm and non-confrontational approach 	
EXPERIENCE	Experience of: <ul style="list-style-type: none"> • Working in a multi disciplinary team • Working with professionals from different backgrounds e.g. Health, Education etc. • Delivering to business objectives 	

	Date Issued: February 2017	Last updated: June 2023
--	----------------------------	-------------------------

QUALIFICATIONS	<ul style="list-style-type: none"> • Maths and English GCSE or equivalent 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Willingness to work within all PCC guidelines • Ability to work flexibly to meet the Family Hubs Agenda including some potential evening and weekend work. • Willingness to undertake and complete all relevant training and development 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	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.]