

JOB DESCRIPTION

Job title: Administrator

Service: Nottinghamshire Small Steps

Salary: Grade 1 Point 6 - 10

Hours: 26.5 hours per week 1-year fixed term contract

Location: Mansfield, Nottinghamshire

Responsible to: Data and Admin Officer

Summary of job:

To provide administrative support to the Family Action Small Steps Service

Key tasks and responsibilities:

1. Maintain computerised and manual systems and produce reports as required.
2. Support the Senior Practitioner team with information gathering to support child's assessment criteria.
3. Support the Specialist Practitioner and Senior Practitioner with administrative tasks such as telephone calls, email communications, photocopying, processing outgoing and incoming mail.
4. Update and record on Inform.
5. Responsible for requesting and collating supporting information from a range of external agencies such as Education settings, Health, Local Authority.
6. Liaise with families within the service.
7. Word process reports, correspondence and other information and complete filing as required. Record and write up minutes of meetings as required.
8. Provide an efficient and welcoming reception service within the office for all visitors and telephone callers.
9. Promote a positive image of Family Action, supporting awareness of the organisation and its services through publicity events as required.
10. Liaise with trades people and persons responsible for the maintenance of resources, equipment, and safety of the building in consultation with the Service Manager.

11. Adhere to Family Actions confidentiality policy and ensure that confidentiality is always maintained.
12. To coach, mentor and provide a level of peer supervision to administration volunteers or apprentice.
13. Ensure you have an understanding (appropriate to your role), of and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. Participate in supervision arrangements and team meetings as negotiated and agreed with your line manager.
15. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
16. Work flexibly as may be required by the needs of the service and to undertake any other reasonable duties as required.
17. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our service

Person Specification

1. Proven experience of using Word for Windows, Excel and Access databases, internet, power point, publisher, photo shop and email.
2. Good command of English grammar and spelling and the ability to take and write up minutes of meetings.
3. Experience of setting up and running administrative systems.
4. Ability to maintain records and collate statistical information.
5. Ability to input and analyse data as part of a data base system.
6. Ability to work independently, using own initiative and as part of a complex and diverse team.
7. Evidence of organisational and time management skills.
8. Experience of interpreting and imputing data on excel spread sheets.
9. Ensure that Health and Safety policies and procedures are adhered to.
10. Ability to work with service users, volunteers and professionals with appropriate courtesy while maintaining confidentiality.
11. Commitment to Family Action's Equal Opportunities Policy and an ability to reflect upon equality and diversity issues take appropriate action.
12. Work in a flexible way to meet the needs of the service.
13. Demonstrate an understanding of safeguarding issues and relevant procedures.
14. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - e) Having mutual respect for everyone we work with, work for and support through our service