

## JOB DESCRIPTION

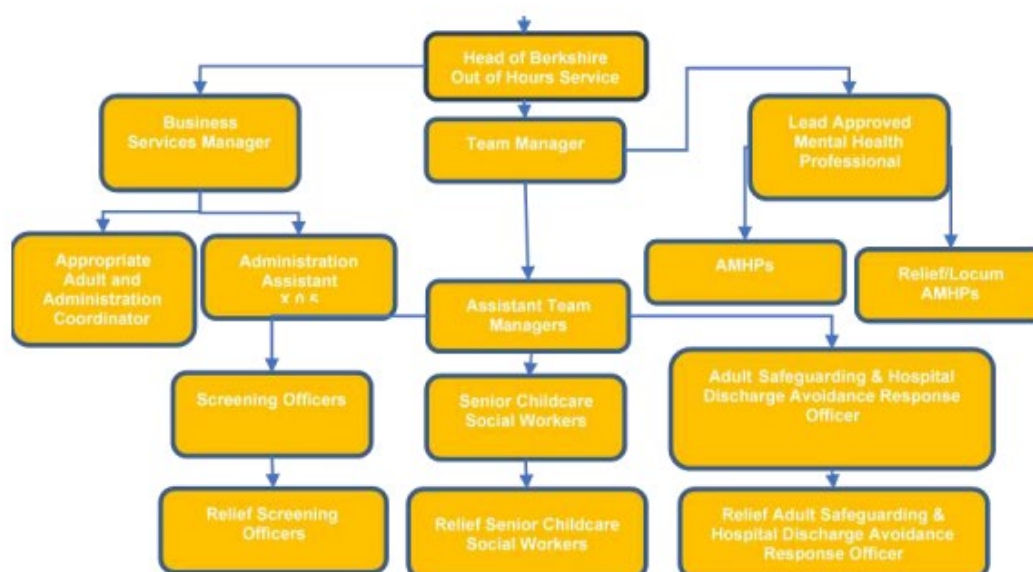
|                     |                               |                    |                                                       |
|---------------------|-------------------------------|--------------------|-------------------------------------------------------|
| <b>Job Title:</b>   | <b>Administrator</b>          |                    |                                                       |
| <b>Directorate:</b> | <b>People</b>                 | <b>Salary:</b>     | <b>£25,989 – 29,540</b><br>plus £729 London Weighting |
| <b>Section:</b>     | <b>Emergency Duty Service</b> | <b>Grade:</b>      | <b>BG-I, SCP06-14</b>                                 |
| <b>Location:</b>    | <b>Bracknell</b>              | <b>Work Style:</b> | <b>Flexible</b>                                       |

### Key Objectives of the role

The Berkshire Emergency Duty Service is the primary contact for members of the public and professionals who have concerns about a child or vulnerable adult's welfare and safety outside of normal office hours (9am-5pm) for all 6 unitary authorities of Berkshire. The service also operates an out of hours Appropriate Adult Service that provides a response to children/young people and adults with care and support needs who find themselves in police custody.

As an Administrator for the Emergency Duty Service, you will provide high quality administration support to ensure the effective and smooth running of the service. You will play an integral role in the further development and transformation of the service.

### Designation of post and position within departmental structure



## Daily and monthly responsibilities

- As the team works across six local authorities, you will need to be an effective communicator with excellent organisational skills. You will have the confidence to work independently with support from the Business Services Manager and enjoy using your initiative. You will also be expected to produce management information for the Business Services Manager and assist with general administration tasks as required.
- To be responsible for monitoring and maintaining the quality and accuracy of data on the Department's computerised information system and to report any errors to the appropriate team member or key stakeholders.
- To support staff with accessing databases for the six local authorities and working jointly with the six local authority IT departments to ensure access and training is available to support EDS staff when necessary.
- To assist in the co-ordination and processing of invoices, timesheets and expenses claims.
- To assist in the recording of sickness for members of the team under the direction of the Business Services Manager.
- To ensure the office space is effectively used, stationery stocks are maintained, equipment is functioning, and repairs are reported. To maintain office resources and records as appropriate.
- To assist the smooth transfer of social work reports from the previous duty shift(s) to the appropriate day teams at the start of each day.
- To advise the Business Services Manager of issues affecting administrative procedures and participate in the development and improvement of such administrative systems, as appropriate.
- To be responsible for ensuring that team members are made aware of the administrative systems that support their duties, by supplying the relevant written information, which complies with departmental procedures, upon induction.
- To organise and carry out Inductions with new social workers and other team members.
- To assist and maintain the rota as required by the Business Services Manager ensuring all shifts are covered.
- To distribute the Approved Mental Health Professional Reports to the relevant agencies.
- To arrange meetings, undertake minute taking for meetings as required, to ensure the accurate transcription and distribution of these minutes using Co-Pilot
- To maintain an effective filing system for Departmental policies and procedures, forms, essential employee information, correspondence, and all other team data.
- To organise and prioritise own workload under the general direction of the Business Services Manager.

- To provide statistics and data in a variety of formats to include pivot tables, graphs and bar charts.

## Scope of role

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

The post holder will ensure that where they are collecting, calculating, recording, analysing or reporting data, it is accurate, reliable and consistent to ensure that decision-making processes are based on the highest quality data in accordance with the Council's Data Quality Statement. The post holder will also ensure that sensitive and personal data is handled in accordance with data protection legislation and Council policy.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

## PERSON SPECIFICATION

| KEY CRITERIA                                                            | ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | DESIRABLE |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Skills and qualifications</b>                                        | <p>5 GCSEs Grade C or above including English and Maths</p> <p>Secretarial and administration qualification/s.</p> <p>Intermediate level of IT skills and experience and a good working knowledge of Outlook and Excel</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |
| <b>Competence Summary</b><br>(Knowledge, abilities, skills, experience) | <p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>Knowledge of working within a Social Care environment.</p> <p>Understanding of people as individuals with varying training needs.</p> <p>Commitment to anti discriminatory practice.</p> <p>Ability to work effectively within a team.</p> <p>Excellent telephone manner.</p> <p>Attention to detail.<br/>Effective time management.</p> <p>Ability to work using own initiative.</p> <p>An understanding of data protection and how to observe strict confidentiality of service user and employee information.</p> <p>Health &amp; Safety at Work knowledge.</p> |           |
| <b>Work-related Personal Requirements</b>                               | <p>Motivated</p> <p>A flexible approach at all times.<br/>Able to work within a busy and demanding environment.</p> <p>Maintain a professional attitude at all times.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           |
| <b>Other Work Requirements</b>                                          | <p>A satisfactory Disclosure and Barring Service check.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |

This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies

Prepared to be reasonably flexible in work hours to meet the requirements of the job.

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| <b>Role models and demonstrates the Council's values and behaviours</b> | <p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p> |
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**All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

