



## JOB DESCRIPTION

### SENIOR OFFICE ADMINISTRATOR

**POST TITLE:** Senior Office Administrator

**GRADE:** Negotiable

**HOURS:** Full/ Part-time

**LOCATION:** 12 City West Business Park, St Johns Road, Meadowfield, Durham,  
DH7 8ER

#### **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Foster Care Manager.

#### **DESCRIPTION OF ROLE:**

To play an active role as a team member in providing administrative support to the organisation.

#### **CONTEXT OF THE POST:**

This post is based within the Administration Team and is accountable to the Foster Care Manager.

#### **KEY RESULT AREAS:**

##### **General:**

1. To operate word processing/ I.T. equipment to produce documents, reports, letters, presentations/ training packs etc. from copy, dictation and audio transcriptions.
2. Type documents as requested.
3. To ensure documents are produced accurately and in the correct format.
4. Create and maintain registers.
5. Assist in arranging and facilitating meetings, training events, support groups.
6. Create and maintain filing systems.
7. Create and maintain various databases.



8. Send and receive e-mails, faxes and mail on behalf of the organisation in line with procedures.
9. Make and receive telephone calls.
10. Undertake photocopying tasks.
11. Regular filing.
12. Research, prepare and supply information as required.
13. Back-up documents.
14. Minute taking of meetings.
15. Responsive feedback and communication – internally and externally.
16. Undertake projects and general administration tasks as required by management.
17. Opening and closing offices as per procedures (key holder and alarm fob holder).
18. Local authority liaison regarding placements and prospective placements of young people. This includes taking initial referral information to be passed immediately to management.
19. Facilitate checking processes of staff and carers, including those prospective.
20. Post holder to become counter signatory if requested regarding Criminal Records Bureau checks.
21. Monitor stationary, ink and filing cabinet levels and be proactive to ensure levels do not run too low.
22. Liaise with suppliers.
23. Place stationary/ ink orders at management request.
24. Petty cash handling and record keeping in line with procedures.
25. Access to and use of stamps on behalf of Orchard Care's business. Maintenance of stamp records.
26. Liaise with I.T. Support Service to ensure minimal disruption when I.T. problem.
27. Divert and un-divert office telephones in line with procedures.
28. Keep your Manager informed of work in progress and inform the Director immediately of any child protection matter or serious complaint.
29. To maintain strict confidentiality in relation to the work undertaken and ensure that all confidential material is stored according to policies and procedures.



30. To be aware of and adhere to policies and procedures, which are appropriate to the position.
31. Undertake additional specific tasks, as directed by your Manager or Director.

**Finance:**

32. Book keeping using Sage software.
33. Weekly bank reconciliations.
34. Production of financial reports and documents as requested.
35. Liaise with Accountants.
36. Liaise with Creditors and Debtors.

**Training:**

37. Co-ordination of administration and preparation for forthcoming training events, such as Choosing to Foster.
38. Close liaison and team work with training facilitators and advisors.
39. Attend relevant training sessions and put own training into practice.

**Advertising:**

40. Design and create leaflets, advertising publications, information and guidance packs etc. and be actively involved in their distribution.

**Customer Care:**

41. Provide a welcoming, friendly environment.
42. Meet and greet visitors/ customers and contribute to making of refreshments.
43. Recognise internal and external customers and understand their different needs.
44. Work to deadlines and respond in a flexible way to the changing demands of Orchard Care's work, including ensuring that customers are responded to promptly and professionally.
45. Take/log messages. Pass messages on effectively and efficiently with full contact details made available.



### **Prospective Foster Carers/ Carer Reviews/ Panel:**

46. To assist in the Fostering Panel process and be responsible for panel administration and maintenance of up-to-date Panel Activity Files.

### **Allocated files:**

47. Take ownership (from administration perspective) of files allocated, ensuring up-to-date, neat and tidy. This involves partnership and team work with colleagues, in particular Fostering Link Workers and Managers.
48. Daily filing of documents regarding young people and carer files.
49. Undertake file auditing and filing duties in line with reviewing/ appraisal processes/ policies and procedures.

### **Organisation:**

50. Use paper and electronic diary systems and databases.
51. Implement organised self management strategies to co-ordinate and prioritise workload to ensure deadlines are met.
52. Use paper and electronic calendar systems.
53. Attend and participate in team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required.

### **Health & Safety:**

54. Appointed First Aider or equivalent.
55. Fire safety duties regarding: - fire alarm testing as and when required by management (following appropriate training), fire extinguisher use (following appropriate training), collect signing in/ out log books for staff and visitors on the sound of fire alarm in line with procedures and risk assessments.

### **Team Work:**

56. Close supportive partnership with immediate admin team and supervising staff such as Fostering Link Workers and Managers.
57. Form F support for assessing social workers and other parties involved. This includes being proactive and making constructive use of the information gathered regarding applicants to help assessor in line with instruction by assessor or management; e.g. production of Form F1 Part 1 and Applicant Individual Profiles.



58. Mentor less experienced colleagues in a supportive environment.
59. Share knowledge and good practice with colleagues.
60. Maintain a tidy but workable office environment.

## COMMON DUTIES AND RESPONSIBILITIES

### Quality

Apply and maintain standard working procedures and make suggestions for continuous improvement.

### Equality and Diversity

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

### Confidentiality

The post holder is required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

## CONDITIONS OF SERVICE

1. The salary will be paid monthly by bank credit transfer.
2. The appointment will be subject to:
  - i) Criminal Records Bureau Disclosure check.
  - ii) Satisfactory medical clearance.
  - iii) Satisfactory references.
  - iv) Successful completion of a 6 months probationary period unless an exception is made to this.
3. The appointment requires use of a vehicle. Essential conditions include:
  - i) Use of own car.
  - ii) Full UK driving licence.



- iii) Car insured fully comprehensive and for business use.
- 4. Mileage will be paid at a rate of 30 pence per mile.
- 5. You will receive a paid (pro-rata) holiday entitlement of a minimum 20 working days, plus Bank Holidays, during a complete holiday year.
- 6. You have a right to join a trade union.

#### NOTES

- 1. Candidates related to any member of the Orchard Care North East or to the holder of any senior post must make a declaration to that effect.
- 2. Please note that receipt of your completed application form will not be acknowledged.
- 4. If you are not invited for interviews within 30 days of the closing date for receipt of applications, you may assume that you have been unsuccessful and that the post has been filled.
- 5. Please do not send testimonials or references as these will not be returned.