



**1. JOB TITLE LOCALITY SUPPORT MANAGER**

**2. JOB PURPOSE**

To lead and manage administrative support services and staff across the Locality as part of the Locality Management Team, working to and in partnership with the Locality Reporter Manager(s). Ensure that resources are directed, monitored and maintained in response to competing and changing priorities to deliver an effective and efficient service to children and families.

**3. ORGANISATIONAL POSITION**

**Immediate Line Manager** Locality Reporter Manager

**Peers** Reporters  
Other LSMs  
Business Manager / Partners

**Management Responsibilities** All Support Staff in the Locality

**4. DIMENSIONS**

**Support staff in locality team** Approximately 10 FTE

**Cash Handling** Petty Cash up to £1500

**5. PRINCIPAL ACCOUNTABILITIES**

- a) Support LRMs in providing leadership to the Locality maintaining high levels of motivation, as well as clarity of objectives, purpose and direction.
- b) Ensure work is distributed effectively amongst support staff taking into account relative strengths and abilities.
- c) Ensure that adequate support is directed where required to ensure an excellent service in terms of administrative casework and child/family liaison support.
- d) Nurture talent within the Locality through effective induction, coaching, personal development planning and on-the-job training, and through efficient performance management and supervision.
- e) Actively maintain and improve links within the locality to ensure the free flow of information between Support Staff, the Business Support Function, Locality Reporter Managers and Reporters.

- f) Assist the Locality Reporter Manager with performance monitoring including tracking performance indicators and timelines and providing early alerts.
- g) Assist the Locality Reporter Manager in the accurate monitoring and management of the devolved locality budget, and ensuring that processes are place for the reimbursement of Travel & Subsistence and the use of petty cash, in compliance with SCRA's financial policies and procedures.
- h) Ensure that SCRA policies and practice instructions are properly communicated and implemented.
- i) Working closely with the Business Support Team ensure that supplies and services adequately managed and maintained including office supplies and property repairs/maintenance requirements.
- j) Ensure that service provision at Outreach Hearing Centres is properly resourced so that service standards are in line with all SCRA premises including the preparation of hearings rotas and reimbursement of expenses to families.
- k) Assist Locality Reporter Managers with administrative expertise such as arranging and supporting meetings, co-ordinating schedules, accessing and distributing information etc.
- l) Assist Locality Reporter Managers in dealing with subject access requests.
- m) Implement SCRA's health and safety policies and procedures and act as local designated Risk Assessor, ensuring accident and incident reports are maintained.

## **6. QUALIFICATIONS, TRAINING, EXPERIENCE, KNOWLEDGE AND SKILLS**

- HNC in relevant discipline or equivalent experience.
- 2 years experience of providing administrative services.
- Excellent interpersonal and people management skills, including nurturing and motivating staff.
- Excellent communication skills, oral and written.
- The ability to foster and contribute to collaborative working.
- Committed to employee engagement strategies.
- Driven towards continuous improvement.
- Excellent administrative skills.
- Ability to handle difficult or challenging situations.
- Flexible and adaptable approach.
- Competent in the use of Microsoft Office applications.

## **7. COMMUNICATIONS**

<b>Internal</b>	Locality Team and HO staff
<b>External</b>	Children and families, panel members, staff in other agencies, suppliers and contractors

## **8. PRINCIPAL CHALLENGE**

To work collaboratively to ensure that resources are properly directed, managed and maintained, and to nurture a high performing, highly motivated team to guarantee an effective and efficient service to children and families against a background of competing and changing priorities.