



JOB DESCRIPTION

1. JOB TITLE SUPPORT ADMINISTRATOR

2. JOB PURPOSE

Deliver effective and efficient administrative support and a sensitive customer service to the Locality Team, children and families, in line with local planning and corporate strategies and procedures.

3. ORGANISATIONAL POSITION

Immediate Line Manager: Locality Support Manager

Peers: Support Administrators

Management Responsibilities: None

4. DIMENSIONS

Locality team staff, ranging from 4 to 25 people.

5. PRINCIPAL ACCOUNTABILITIES

- Participate constructively as a team member to support Reporter staff, ensuring the delivery of an effective, sensitive and customer-focused service
- Operate as an effective team member, supporting the processing of referrals in line with service standards, timescales and legal processes.
- Create, process, and support the maintenance of accurate child records in the Case Management System and related filing systems.
- Prepare and issue letters, hearings paperwork and other communications/documentation for the Locality, including ensuring letters and other communications and documents are printed, signed, checked and enveloped within relevant legislative timescales.
- Prepare and create court papers (e.g. court applications and witness citations) in accordance with relevant legislation and timescales.
- In line with SCRA procedures, scan, classify and index information to be held on the Case Management System
- Support delivery of organisational compliance with non-disclosure conditions in line with SCRA policy and practice by, for example, double-checking the redaction of documentation held
- Protect the integrity of information held by the organisation, in line with Data Protection legislation and internal policies and procedures

- By appointment, support and conduct child and family pre-hearing visits, providing information as to room layout, attendees and general hearing process.
- Maintain an accurate CMS record of support contact with children and families and other relevant parties.
- Assist the Reporter to ensure positive, effective communications and engagement with children, families and other relevant parties/ agencies, dealing efficiently and effectively with telephone and personal callers, providing factual information regarding hearings where appropriate.
- Liaise with partner agencies to support the effective flow of information to support the hearings process and provide an effective service to children and families

6. QUALIFICATIONS, TRAINING, EXPERIENCE, KNOWLEDGE AND SKILLS

- Educated to Higher level or equivalent
- HNC in relevant discipline or equivalent experience
- Proficient administrative skills
- Competent in the use of Microsoft Office applications
- Ability to produce accurate work
- Ability to prioritise and work to deadlines
- Good communication skills, oral and written
- Good interpersonal skills
- Sensitivity to the needs of children
- Flexible, adaptable and able to work under pressure
- Ability to work on own initiative
- Ability to work as part of a team

7. COMMUNICATIONS

Internal: Locality Team Staff.

External: Children and families, panel members, staff in other agencies.

8. PRINCIPAL CHALLENGES

To accurately produce work to tight timescales and adapt to changing priorities.

To provide a sensitive, customer-focused service.