

## **JOB DESCRIPTION**

### **1. JOB TITLE LOCALITY SUPPORT ADMINISTRATOR**

### **2. JOB PURPOSE**

Deliver an exceptional support role in SCRA, ensuring that our front line service delivery is the best that it can be to those who have to access our services. You will support the Reporter in the administration and management of face to face and virtual hearings, their court work and in their communications with children and their families. You will also provide a welcoming, inclusive, flexible and responsive service to those who attend Children's Hearings, to ensure their experience of attending their Hearing is in line with our organisational commitments and values.

### **3. ORGANISATIONAL POSITION**

**Immediate Line Manager:** Locality Support Manager

**Peers:** All Locality Staff

**Management Responsibilities:** None

### **4. DIMENSIONS**

Working across Locality teams as well as supporting children, their families and Panel Members in hearing centres.

### **5. PRINCIPAL ACCOUNTABILITIES**

- Provide a comprehensive support service across the Locality, ensuring the delivery of a flexible, effective, sensitive and customer-focused service.
- Be welcoming, warm and professional as the first point of contact for children and their families, professionals and other key stakeholders as they attend a virtual or face to face Hearing. Provide a child-focused, inclusive and responsive service ensuring that the Hearings environment is suitable for everyone's needs, providing information and responding appropriately to people attending a Children's Hearing.
- Process incoming mail and referrals in line with SCRA's Standard Operating Model (SOM).
- Support the Reporter in processing referrals in line with the SOM.
- Competently use SCRA's case management system (CSAS) to create and maintain accurate records.
- Ensure that the management of all communications, documents and Hearings papers referring to referrals and face to face and virtual Hearings complies with SCRA's non-disclosure policy and practice, protecting the integrity of information processed by the organisation and in line with General Data Protection Regulations and the SOM.
- Support the Reporter by undertaking key administrative support in the processing of court work including creating witness contact records and lists, witness statements, administering proof applications/ICSOs and applications for Court

Interim Compulsory Supervision Orders and creating callings and letters in line with the SOM.

- Process and prioritise locality work queues ensuring that all work is processed in accordance with agreed statutory and organisational timescales.
- Be responsible for the management and preparation of SCRA's virtual and physical Hearing rooms.
- Ensure that all kit including technology, sensory and bespoke requirements are available and are operating as expected, as part of the preparation of Hearing rooms.
- Ensure reception areas and waiting rooms have all the necessary items including up to date leaflets, Hearing About Me forms, information posters, toys, Sunflower lanyards and any other relevant materials that will support people in our Hearings centres.
- Liaise directly with the Hearings Reporter prior to the Hearing to identify any bespoke requirements to support full and genuine participation by all present at the Hearing.
- Support and conduct child and family Pre-Hearing visits and ensure children and young people are provided with the age appropriate pre-Hearing pack.
- Administer payment of expenses to those coming to Hearings and record all visitors to the Hearings Centre.
- Liaise with partner agencies to help the effective and inclusive flow of information to support the Hearings process and provide an effective and inclusive service to children and families.

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

- Educated to Higher level or equivalent
- Good administrative skills
- Confident and competent in the use of Microsoft Office applications e.g. Outlook, MS Teams, Word as well as the IT kit used within the hearings and office environment e.g. laptops, conferencing units and other digital technology
- Ability to produce accurate work
- Ability to prioritise and work to deadlines
- Good communication skills, oral and written
- Excellent interpersonal skills with an open and empathetic approach to the needs of the children and families we work with
- Understanding of what good customer service should look like
- Sensitivity to the individualised needs of children and young people
- 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 partner organisations.

## **8. PRINCIPAL CHALLENGES**

To accurately produce work to tight timescales and adapt to changing priorities. To provide a warm and welcoming, inclusive, sensitive, child and family focused service.