

Job Description

Management Grouping:	Children's Services
Department:	Children's Social Care
Job Title:	Administrator
Duration:	3 years fixed term

Main Purpose of the Job

We are looking for a dedicated and compassionate administrator to join our kinship team and play a key role in supporting kinship carers and their families. This is an exciting opportunity to be part of the delivery of a nationally significant Kinship Allowance Pilot, helping ensure children can remain safely within their families. As the single point of contact for kinship carers and prospective carers, you will provide clear, accurate and timely information about kinship care arrangements, financial support, and available services.

Major Duties and Responsibilities

- Manage and respond to initial enquiries from carers and professionals
- Assess eligibility against defined criteria and evidence requirements
- Provide sensitive and impartial advice to support informed decision-making
- Triage enquiries and ensure families are signposted to appropriate support where needed
- Work closely with social work teams, fostering services, finance and early help partners
- Maintain accurate records to support audit, evaluation and service improvement
- Identify and escalate safeguarding concerns in line with procedure.

Please note that the expectation is that you will be office based 5 days per week for at least the first month of employment whilst you undertake training and familiarise yourself with the teams and systems. Following this hybrid working may be considered dependent on the needs of the service at a maximum of two days per week.

Person Specification

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SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
<p>(a) <u>Education and Formal Training</u></p> <p>Good level of general education</p> <p>Good numeracy and literacy skills</p> <p>NVQ Level 2 in Business Administration</p>	<p>E</p> <p>E</p> <p>D</p>	<p>A</p> <p>A</p> <p>A</p>
<p>(b) <u>Experience and knowledge</u></p> <p>Experience in providing comprehensive administrative support, across a range of services and/or individuals;</p> <p>Experience of managing electronic filing systems;</p> <p>Demonstrable organisational skills and the ability to organise and prioritise work to competing demands;</p> <p>Experience and competence using IT and common business support packages including Word, Outlook, Excel, LiquidLogic and Business Objects (BOXI) as well as recognition of the importance of the effective use of ICT to deliver streamlined, efficient administrative tasks;</p> <p>Ability to effectively produce a range of documents including letters and minutes of meetings;</p> <p>Ability to accurately and efficiently input and maintain information on client contact and case work;</p> <p>Ability to communicate in a manner which is easily understood and tailored to meet the needs of the</p>	<p>E</p>	<p>A/I</p>

<p>audience.</p> <p>Ability to take ownership of work and fulfil agreed commitments, checking work for accuracy;</p> <p>Demonstrable experience of identifying/recognising potential problems, and taking appropriate action to meet the needs of the service;</p> <p>Ability to think about alternative ways of doing things and being open to new work practices and responsive to change;</p> <p>Knowledge and understanding of supporting legislation and current best practice in relation to service.</p> <p><u>English Language Requirements for Public Sector Workers:</u></p> <ul style="list-style-type: none"> • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. 	E	I
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KEY: I = Interview

A = Application Form