

Job Description

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| **Job title** | Practice Services Administrator |
| **Accountable to** | Independent Support Services Manager and Practice Team Support Team Manager |
| **Objectives** | Objective 1  To carry out the operational administrative tasks associated with the work of the Independent Support services, including the Advice and Mediation Service in England, to ensure services are responsive and delivered in line with the principles of Customer Service Excellence.  Objective 2  To carry out the operational administrative tasks associated with the work of the Practice Support Team in England, ensuring high quality support and co ordination for regionally based practice staff and activities. |
| **Hours per week** | 36 |
| **Location** | London office or home based |
| **Status** | Permanent |
| **Disclosure required?**  **(The post involves contact with children and/or access to confidential information about children and families)** | No |

## Responsibilities and accountabilities

**To carry out administrative operational activities to support the work of the Independent Support Service and the Practice Support Team**

1. Provide effective administrative support to two practice based, geographically dispersed teams, ensuring support and co ordination across England-based operations and the delivery of excellent customer service to members.
2. Provide administration and coordination to national practice groups and forums, building working relationships with members, supporting the Chairperson and ensuring the efficient management of the workload of each group.
3. Work in partnership with departmental managers to ensure accurate budget management, including processing expenses, making external payments and bookings, credit control and invoicing for commercial activities.
4. Provide administrative support to projects, contracts and commercial activities – including setting up new systems for monitoring and data collection and supporting departmental managers with reporting.
5. Deliver high quality support to colleagues, members and external stakeholders, ensuring all enquiries and requests are responded to in line with the principles of Customer Service Excellence.

## Management

None

## Budget

None

**General statement**

It is the nature of The Fostering Network that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises and undertake tasks that are not specifically covered in their job description.

Person Specification

## Our Values

As an organisation, we believe that we make a difference to foster care and our people values are expressed in the work that we do:

We are TRUSTED

We are TOGETHER

We are VITAL

## 

## Knowledge and Experience

**Essential**

1. Experience of designing and delivering office administrative systems

2. In-depth knowledge of working with all programmes in Microsoft Office and 365 Dynamics

3. Experience of producing high quality written materials

4. Experience of customer service

5. Experience of organising meetings, taking minutes and managing post meeting activities

6. Experience of supporting the administration of financial processes

7. Experience of managing commercial activities

**Desirable**

1. Experience of working in a UK organisation and supporting geographically dispersed teams

## Skills and abilities

## Essential criteria

1. Good standard of literacy i.e. – with attention to detail and ability to record information accurately

2. Ability to work on own initiative and as part of a team

3. To have ability to preserve confidentiality in line with The Fostering Network guidelines

4. Have excellent telephone manner

5. Ability to cope under pressure managing competing deadlines and prioritising workload

6. High level of IT competency, including use of databases and financial management systems

**Desirable**

1. Knowledge / understanding of social care for children and young people and fostering, including personal experience
2. Knowledge of public sector commissioning and contracts

**Additional Information**

**Pay and conditions of service**

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| **Band** | Band 6 |
| **Salary** | £19,147pa - £26,805pa |
| **Annual Leave** | 25 Days plus 5 Fostering Network days and Bank Holidays per annum |
| **Probationary period** | 6 calendar months. |
| **Notice period** | 4 working weeks  One week during probationary period. |
| **Hours of work** | 36 |
| **Pension** | Optional. Money-purchase scheme and salary sacrifice option is available with AEGON:  Employee contribution is 3% of gross annual salary  Employer contribution is 5% of gross salary. |
| **Season Ticket Loan** | An interest free season ticket loan is available to all staff immediately. |
| **Trade Union** | The Fostering Network recognises the trade union Unite  and members of staff can join if they wish. |