Regional Administrator

Job Description

Date November 17th 2014.

Prepared by David Firth-Clark, HR Advisor/Marina Mulholland CEO

Position Title: Regional Administrator

Based at: CFT Registered Office

Reports to: Registered Manager / Regional Service Manager or Principal Social Worker (PSW) as applicable

Supervises: May provide work direction, training and guidance to less experienced Regional Administrators in other offices as well as own.

Other key relationships: Local Social Work team
Administration staff in own and other regions
Trust Administrator and Head Office Administrator
Head of Finance and Assistant Accountant
HR & Administration Manager
Marketing and Media Officer
Local Authority Social Workers
Key suppliers
Foster Carers

Scope of Role: CFT operations for the assigned Region/ Registered Office

Purpose of Role:

To provide a full range of Administration support for the Regional Office based on the Job Description for Regional Office Administrator. Will normally work in a Registered Office or Region where there are a minimum of 30 carers and a team of up to 6 Supervising Social Workers / Professional staff to support.

Will provide Administrative support for less experienced staff or a wider remit, such as a full Region of the Trust. Works under the general direction of the Registered Manager/Regional Service Manager or PSW.

Duties and Responsibilities:

1. Be a focal point for receiving incoming referrals and completing referral forms without close supervision. Sharing referrals with SW staff to ensure placements are achieved if at all possible and appropriate.

2. Carries out all duties pertaining to the recruitment of Foster Carers; enquiries, information packs, queries, necessary checks and update of CHARMS and related databases

3. Undertakes, monitors and evaluates Foster Carer recruitment campaigns, arranging appropriate advertising accordingly

4. Prepare and co-ordinate all aspects of the Panel process, including attending Panel as Administrator and taking minutes to the standards expected of a CFT Panel Administrator. Complete Panel minutes in a timely fashion so as not to cause unnecessary ‘delay’ for the Panel Chair, ADM or applicants.
Regional Administrator

5. Complete regular Audits and maintenance of IT Systems (including CHARMS) within the Regional office and ensure all matters are recorded, stored and backed up in accordance with CFT Confidentiality Policy.

6. Manages entries onto the CHARMS database system to a high standard to ensure all relevant details are up-to-date, accurate, consistent and complete for the area covered by the Region/Registered Office. Generates reports using the database system and takes the lead locally in ensuring optimum usage of the system as required i.e. enabling transfer of electronic papers for Panel in a timely and well organized fashion whilst working to required deadlines.

7. Assists the Regional Service Manager/Registered Manager with setting up and running local internal/external office events, such as Foster Carer team meetings, panels, recruitment events, professionals meetings, reviews and training.

8. Assist in the completion of Regional Reports including Monitoring, KPI's, collating monthly statistical data Contractual Audit Returns.

9. As required by Ofsted and Fostering Regulations, maintains the contractually, regulatory or operationally required files for –
   a. Carers
   b. Prospective Carers
   c. Children placed with the Trust
   d. Local Authority files
   e. Any other files as may be necessary for the effective operation of the Regional Registered Office.

10. Takes minutes at Foster Carer Team Meetings

11. This will include providing advice and guidance to less experienced or less capable Administrators in other Registered Offices. Co-ordinate and take the lead in preparing Administration practice in the office in preparation for regulatory and contractual inspections.

12. Develops and manages processes to ensure all recording systems are accurate, up to date and stored in accordance with CFT administrative processes and expectation. This includes all paperwork and electronic recordings.

13. Be the ‘face’ of CFT for all visitors offering a professional, helpful, warm and friendly welcome. Assist with any other ‘administration’ duties and tasks as directed by the Registered Manager, Regional Service Manager or PSW when required to do so.

14. Ensures that security of the offices is maintained, especially when empty

15. Such other activities which arise as part of the normal day-to-activities of a busy and expanding office, which are reasonably within the capability of the jobholder and ancillary to those above.

Other responsibilities

1. To undertake Safeguarding training annually
2. To uphold a continual commitment to safeguarding children and keeping them safe
3. To pass on any perceived or received safeguarding matters immediately to their line manager
4. To participate in appraisals with their line manager in line with CFT appraisal protocol and procedures.
5. To adhere to the Trust’s Health and Safety Management system at all times
6. To work within the overall Policies, Procedures and Guidance of the Trust, and its administrative and management processes, and to contribute towards the development of these with the objective of constantly improving the efficiency and effectiveness of the Trusts’ work
Regional Administrator

Supervision Provided:

Works under the direction and supervision of the Registered, Regional Manager or PSW as appropriate, for all aspects of local office support.

Person Specification:  
**CFT Regional Administrator**

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<tr>
<th>Qualifications and Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>5 GCSEs A-C grade, including English &amp; Maths</td>
<td>• RSA 2/3 Word Processing</td>
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<td>Proficient in use of MS Office packages</td>
<td>• Clait Qualification and/or European Computer Driving Licence</td>
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<td>To be eligible to work in the UK</td>
<td>• Shorthand/Audio Typing</td>
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<td>Driving Licence and insurance to permit business use</td>
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| Experience | | |
|---|---|
| At least two years’ experience in a similar role | Experience of Minute/Note taking | |
| Experience of managing workloads and meeting deadlines | Experience of working in a regulated environment (the role is subject to an enhanced DBS check) | |
| Experience of managing confidential information whilst operating effectively within a team | Experience of Apple Mac based systems and software and using integrated databases, ideally CHARMS | |

| Aptitudes and Skills | | |
|---|---|
| Strong IT skills | Sufficiently numerate to deal with simple financial processes | |
| Ability to prioritise | Positive attitude to opportunities for training and development | |
| Ability to respect confidential information | | |
| Ability to communicate effectively both verbally and in writing | | |
| Ability to work constructively with other professionals and to maintain professional relationships with stakeholders | | |
| Self organised and tidy working style | | |
| Good time management | | |
| To work within the Trust’s Policies and Procedures | | |
| Ability to ‘market’ the Trust’s fostering services to Local Authorities | | |
| Ability to work as a member of a team whilst also using own initiative | | |

| Personal Attributes | | |
|---|---|
| Logical, perceptive and clear thinking | To work as a member of the administration team towards achieving good outcomes for Looked After children | |
| Ability to be responsive to requirements of the Trust | Flexibility to work outside 9-5 if required | |
| Ability to use own initiative | Available for very occasional | |
| Ability to think creatively as well as encouraging others to be creative | | |
Regional Administrator

• Flexible attitude to an office environment that is growing and changing
• Sense of humour
• Personal resilience

overnight travel away from the South Central region

**BENEFITS PACKAGE**

Salary up to £23,101 per annum

30 Days’ Annual Leave plus public holidays

Membership of BUPA (subject to Insurer approval)

Group Person Pension Plan with up to 5% Matched Employer’s Contribution (3% minimum contribution following Auto Enrolment in October 2015)

Business mileage reimbursed at 45ppm

Working Hours – 35 Hours per week, Monday to Friday 9.00am to 5.00pm

Free onsite parking