

## Job Description

Job title	[Home Administrator
Directorate	[PEOPLE : Children and Adults
Division	[Parklands
Range	MPR 3
Reports to	[Registered Manager

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### Main purpose of the job:

Provide a full and efficient administration service, supporting the Registered Manager and other members of staff in the smooth running of the home and take a proactive approach in relation to day-to-day activities.

To assist in the completion of finance tasks including maintaining up-to-date records of finance transactions, ensuring activity data, performance and savings data is regularly updated and preparation of budget reports.

Work directly with children with learning difficulties and/or complex health needs and/or emotional/behavioural difficulties.

Act as the first point of contact with families/carers.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

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### Accountabilities and outcomes:

Act as the main point of contact, responding efficiently to queries and requests for information, referring them to the appropriate person where necessary, and receive visitors, in a courteous, prompt and efficient manner in order to ensure that staff, parents/carers and members of the public are dealt with efficiently and consistently.

Support with the day-to-day administrative functions of the home, including supporting with the induction of new staff, monitoring emails and telephone messages for team members, stationery ordering and processing of mail, in order to facilitate the smooth running of the home.

Arrange and minute meetings as required, ensuring minutes are accurate and circulated within agreed timeframes with relevant parties, while adhering to GDPR guidance and ensuring that any action points are followed up at every meeting.

Process, maintain and monitor financial records relating to expenditure and income, including the preparation of invoices for payment, raising purchase orders, administering petty cash, identifying, and investigating any anomalies and proposing any solutions to ensure that financial information and procedures relating to the home are accurate, up to date and in accordance with financial regulations.

Develop, maintain, and monitor all office systems, including uploading documents onto Mosaic and/or children files, checking that key documents are included on all files and proactively following up on any missing documents to ensure that all documents/files are up to date and stored securely in line with GDPR guidance.

Support colleagues with client care issues including the administration of medication to children by being the second person present and checking that the 6'R' has been applied, administering first aid to children in the home, liaising with emergency services where appropriate and ensuring any first aid administered/action taken is recorded appropriately on the child's record.

Assist colleagues, where appropriate, in working directly with children in the home to ensure any needs are addressed.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

## Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

### Organisation:

This role reports to the Registered Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

The post holder may have some direct impact on the well-being of individual, or groups of, people, through undertaking tasks or duties which are to their direct benefit, or impact directly on their health and safety.

### Working Style:

FIXED - The post holder will be permanently based at Parklands, although they may be expected to work at any location across Medway.

# Person specification

## Qualifications

### Level A

- Educated to GCSE level 4-9 or equivalent in English and Maths
- Level 3 in Business Administration
- Willingness to undertake and complete all mandatory training

### Level B (in addition to A)

- First Aid qualification
- Medication training

### Level C (in addition A and B)

- Evidence of ongoing continuous professional development.
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## Knowledge

### Level A

- An awareness of GDPR legislation and best practice in relation to information sharing.
- An awareness of the Council's financial regulations and guidelines.

### Level B (in addition to A)

- An awareness of policies and procedures relating to Health and Safety in the workplace.
- An awareness of the Council's Record Retention Policy and freedom of information protocols.
- A working knowledge of financial systems and basic accounting.

### Level C (in addition A and B)

- An understanding of Children's Services processes and policies, including statutory processes and inspection regimes.
  - Ability to demonstrate the practical and procedural knowledge across a technical or specialist area.
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## Experience

### Level A

- Demonstrable experience of providing a comprehensive administrative support service.
- Demonstrable experience of complex minute taking and taking a proactive approach to tracking action points.
- Demonstrable experience in assisting with the welfare of children through supporting with first aid, medication and other emergencies that may arise.
- Demonstrable experience of providing general information, advice and guidance on internal procedures relating to finance

### Level B (in addition to A)

- Demonstrable experience in managing budgets.

#### Level C (in addition A and B)

- Ability to complete a range of complex tasks such as report writing, presentations, detailed assessments and calculations.

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## Skills

### Level A

- Ability to use Microsoft Word, Excel and Outlook.
- Full driving licence valid for use in the UK and access to own transport for work purposes.
- Ability to organise and prioritise workload to achieve deadlines.
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to develop and maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important.
- Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people.
- Commitment to equality and diversity, accepting differences and treating everyone fairly.
- Ability to maintain productive relationships with a wide range stakeholders.
- Ability and willingness to travel in order to meet requirements of the role.

### Level B (in addition to A)

- Ability to interpret data and prepare reports as required, demonstrating precision and speed.
- Demonstrable ability to use written and oral communication skills liaising with staff, children, parents, suppliers and a range of other external contractors and responding to a range of difficult issues.
- Demonstrable ability to explain straightforward tasks to others, where required.
- Demonstrates the ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.
- Demonstrable ability to handle and process cash/documentation relating to considerable financial amounts accurately.
- Ability to maintain confidentiality at all times.

### Level C (in addition A and B)

- Ability to model high levels of professionalism and promote a culture of professional standards.
- Ability to develop support systems and procedures for the home.
- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.
- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.