

Job description

Job title	Fosterline Administrator
Accountable to	Fosterline Coordinator
Objectives	<ul style="list-style-type: none"> To provide reliable, comprehensive administrative support to contribute to the effective delivery of The Fosterline Service, a free, national independent advice service, funded by the Department for Education, that offers support to both current and prospective foster carers.
Hours per week	<p>36 hours per week (9am – 5pm, Monday – Friday)</p> <p><i>Although this post is advertised as a full-time position, we are open to discussing flexible working arrangements including part-time hours or job-share posts.</i></p>
Location	Home-based
Status	
Disclosure required? (The post involves contact with children and/or access to confidential information about children and families)	Yes

Responsibilities and accountabilities

- To provide reliable, comprehensive administrative support to The Fosterline Service as required to meet the demands of the service.
- To answer and triage incoming calls to Fosterline England (the telephone helpline) when required.
- To monitor, triage and respond (where appropriate) to correspondence to Fosterline England through email, webform, live chat or other platforms as required.
- To support the management of The Fosterline Service calendar including scheduling calls, meetings and appointments for Fosterline staff and service users, in accordance with the operational policies of the service and using the digital tools provided.
- To create and manage documents, spreadsheets, presentations or other content (including digital content) for both internal and external audiences as required.
- To support the Marketing Communications Officer to maintain the Fosterline website and social media channels as required.
- To contribute to the accurate, appropriate and confidential recording of all communications on our database, in line with organisational policies and procedures.
- To undertake training and attend meetings as required to further personal development and the development of The Fosterline Service.
- To contribute to reviews and evaluations of The Fosterline Service as required (including data entry, data handling, providing written or verbal updates) to inform continuous improvement of the service.
- To adhere in full to all The Fostering Network and Fosterline England organisational policies.
- To contribute to other activities related to Fosterline and The Fostering Network as required.

Management

This role has no management responsibilities.

Budget

This role has no budget management responsibilities.

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

- Experience of providing administrative support to a busy and high-performing team.
- Experience of using Microsoft 365 including Outlook, Teams, Word and Excel.
- Experience of working in a customer-facing environment.

Desirable

- Experience of using Microsoft Dynamics or other databases.
- Experience of providing administrative support remotely, or to a remote team.

Skills and abilities

Essential

- Excellent organisational skills including the ability to prioritise your own workload.
- Excellent attention to detail in both written and verbal communication.
- Excellent interpersonal skills including the ability to communicate with a wider range of people at all levels, both internally and externally.
- The ability to work quickly and accurately on your own and as part of a team.
- Ability to work as a flexible and effective team member and manage competing demands.
- A non-judgemental attitude of acceptance for others whose values and attitudes may be different from your own.

Desirable

- Experience of creating and managing website content.
- Familiarity with social media platforms such as Facebook, Twitter and Instagram.

Additional information

Pay and conditions of service

Band	The Fostering Network Band 6
Salary	£23,000 per annum (pro rata, as necessary)
Annual Leave	25 Days plus 5 Fostering Network days (pro rata, as necessary)
Probationary period	6 calendar months
Notice period	4 working weeks (One week during probationary period)
Hours of work	36 per week. (9am – 5pm, Monday – Friday) <i>Although this post is advertised as a full-time position, we are open to discussing flexible working arrangements including part-time hours or job-share posts.</i>
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.