

Job Description

Job title	Independent Support Services Administrator
Accountable to	Head of Independent Support
Objectives	<p><i>Objective 1</i></p> <p>To carry out the operational administrative tasks associated with the work of the Independent Support services UK wide . including the Advice and Mediation Service in England</p> <p>To ensure services are responsive and delivered in line with the principles of Customer Service Excellence.</p> <p><i>Objective 2</i></p> <p>To promote the service through marketing and research</p> <p><i>Objective 3</i></p> <p>To provide data and content analysis including monitoring information internal and external to The Fostering Network</p> <p><i>Objective 4</i></p> <p>To support the Practice Directorate as required with administrative support.</p>
Hours per week	35
Location	Home based or Office based in either London, Cardiff, Belfast, Glasgow (hybrid)
Status	Permanent
Disclosure required? (The post involves contact with children and/or access to confidential	No

information about children and families)	
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Responsibilities and accountabilities

To carry out administrative operational activities to support the work of the Independent Support Service and Directorate

1. Provide effective administrative support to practise based, geographically dispersed team, ensuring support and co-ordination across UK operations delivering excellent customer service to members.
2. Work in partnership with line manager to ensure accurate budget management, including processing expenses, making external payments and bookings, credit control and invoicing for commercial activities.
3. 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.
4. 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

Band	Band 6
Salary	£22,000pa - £27,000pa
Annual Leave	30 Days plus Bank Holidays per annum
Probationary period	6 calendar months.
Notice period	4 working weeks One week during probationary period.
Hours of work	35
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.
Trade Union	The Fostering Network recognises the trade union Unite and members of staff can join if they wish.