

Job Profile

Business Administrator (Children's)

Grade: 4

Date created: Oct 22

About the Job

- To work as an integral member of a social work team, providing a strong administrative service to support team members and management in the delivery of outcomes.
- To support the delivery of a comprehensive administration and support function to the service area to meet the needs of internal and external customers, specifically our social work practitioners, children, young people and their families.

This is what we need you to do...

- To undertake administrative duties to support the business needs of the Team and the wider service area using, , computer based recording systems, to ensure that services are maintained effectively, flexibly and in a timely way so as to enable the service area and organisation to meet it objectives
- To provide support with financial matters including, petty cash handling, processing payments, finding services and ensuring adherence to all policies and tracking required
- To facilitate meetings, panels and workshops. Including booking rooms / venues, sending invites, preparing agendas and support for meetings as required.
- To be responsible for the accurate input and monitoring of records and data onto relevant systems

Special Conditions

- To adhere to all organisation Health and Safety policies and procedures and other policies and procedures applicable to employees
- To provide administrative support across the Council services to better meet business needs, whilst giving opportunities to the post holder to broaden their skills and experience
- To undertake such other duties related to the work of the organisation as may be assigned that are consistent with the nature of the job and its level of responsibility

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.



- To ensure oversight and accurate completion of information trackers about children and related activity
- Creation and maintenance of filing and recording systems, including appropriate archiving and disposal of records
- To respond and deal with queries via telephone, email and in person providing a high standard of customer care
- Assist with the response to all customer enquiries and requests for data in accordance with corporate standards and agreed guidelines
- To ensure confidentiality is maintained at all times within in your service area
- To assist with statutory procedures within relevant service area
- To act as a coordinator to a team of staff, ensuring they have the necessary paperwork, processes and support to allow them to undertake their roles.
- Attending meetings with professionals and sometimes families to undertake administrative duties including minute taking
- Diary management including tracking and coordinating attendance at meetings

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

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Principal Contacts

- Social work staff and management
- Partner organisations (inc. Health, Police, Education)
- Internal stakeholders (inc. HR, ICT, Legal and Performance)
- Families, children and young people

The ideal candidate will have...

Experience

- Experience of working in a team environment
- Experience of working in an office environment
- Customer focussed internally and externally
- Experience of administration tasks

Knowledge, Skills and Understanding

- Experience of Microsoft Office Packages, e.g. Word, Excel and PowerPoint
- Excellent telephone skills and manner
- Ability to use the internet in an efficient manner in finding information and undertaking research

Education & Qualifications

Essential

- NVQ 3 in Business Administration (or working towards) or appropriate equivalent qualification/experience
- Educated to GCSE level in Mathematics and English to Grade C or above (or equivalent)

Behavioural attributes

- Aligns with Gloucestershire Employee Values and behaviours which are available on our [website](#)
- Our values are Accountability, Integrity, Empowerment, Respect and Excellence
- Good interpersonal skills and communication skills both written and verbal
- Ability to manage own workload and work on own initiative, dealing with conflicting priorities and able to meet demands of working in a busy office environment through commitment to working to deadlines
- Enthusiastic, self-motivated team worker
- Good organisational skills and ability to prioritise work tasks
- Commitment to team working across the service area
- Flexible approach to working and providing administrative support as required
- To have a positive attitude and a flexible and adaptable approach to challenges
- Committed to continued self-development and a willingness to participate in training

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