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**Job Description**

**Senior Administrative Officer**

**Homeworking**

TACT is a home-based workforce. We recognise the benefits that flexible home working creates for both the employer and the employee, but we also encourage staff to meet face-to-face for regular supervision and the social and well-being benefits of team working.

Where roles involve meeting with carers and children and other agencies, the expectation is that employees will live within a reasonable travelling distance to carry out those duties.

As a remote working organisation, we are committed to work with our staff to enable consistent inclusion and engagement across the organisation to ensure the optimum standards of service for our carers and children.

**Overall Purpose and Background**

The Senior Administration Officer has responsibility for the general administrative functions in their team and is directly accountable to the Administrative Manager.

The Senior Administration Officer will specialise in a particular area/s such as panel administration, statutory paperwork, minute-taking, training, and maintaining the in-house database (Charms).

In some instances, the Senior Administration Officer may be required to deputise for the Administration Manager in the post holder’s absence in relation to day-to-day matters, therefore, flexibility is key to dealing with any aspect of the work involved in this role.

It is the Senior Administration Officer’s responsibility to work in accordance with TACT’s Equal Opportunities Policy and to work in line with all the professional standards published by TACT. Total confidentiality is of the utmost importance when dealing with ANY matter concerning the post.

**Core tasks**

1. General Admin
   1. Respond to telephone calls and allocate these to staff as appropriate. When necessary, take messages for staff members and ensure that these are passed on.
   2. Respond to emails sent to central or regional email addresses and allocate them to staff when necessary to ensure the appropriate action is taken.
   3. Typing, formatting, and proofreading correspondence and reports as required by your team.
   4. Scanning and saving documents electronically onto appropriate records and systems.
   5. Archiving records and documents electronically into appropriate areas.
   6. Recording and inputting correct data into Charms.
   7. Ensuring Charms records are kept up to date.
   8. Processing invoices and ensuring these are paid in advance or promptly after completion. Ensuring Panel Member claims are submitted accurately, and in good time for approval and payment according to deadlines.
   9. Setting up IT accounts, phone numbers and security passes for new staff.
   10. Conducting database checks for other local authorities.
   11. Preparation of Fostering application packs.
   12. Assisting in the administration of sending our test details to interview candidates.
   13. Scanning and distributing post to the appropriate person.
   14. Booking venues and locations for meetings, events as required. Such as for team meetings, training, foster carer events and similar.
   15. Coordinating mailouts and e-communications as required.
2. Statutory Paperwork
   1. Undertake a range of fostering/adoption checks as required by legislation, including medicals, DBS/PVG checks etc.
   2. Arrange fostering/adoption approvals and fostering reviews compliant with regulations, National Standards and TACT policies.
3. Training Administration
   1. Administratively deal with the foster care training including sending out invites, producing the annual training calendar, chasing attendees, booking venues, liaising with the trainer/s, setting up the room, assisting with the production of the training brochure and ensuring the smooth running of any training events.
   2. Produce reports on training where requested.
4. Fostering Panel Administration
   1. Provision of Fostering Panel administrative services which will include preparing all panel papers for approvals and reviews, minuting panel meetings and producing relevant documentation following the panel meeting within the required timeframes and in accordance with regulatory requirements.

Such duties are not exhaustive, but an illustrative list of the level and type of duties required. The job description is produced to assist the post holder in identifying his/her main duties.

| **PERSON SPECIFICATION** | **E (Essential)**  **D (Desirable)** |
| --- | --- |
| **Education/Qualification**   * Secretarial studies (IT/Admin). | D |
| **Experience**   * Substantial office experience. * Microsoft Office: Word, Excel, PowerPoint, Outlook, One Drive & SharePoint. * Experience of minute-taking. * Experience of Preparing /collating papers for meetings. * Handling sensitive and confidential information. * Experience of producing Panel minutes. * Experience of working in a ‘paperless office’. | E  E  E  E  D  D  D |
| **Knowledge**   * Knowledge of working in a fostering/adoption/ Local Authority setting. * Knowledge of GDPR, Data Protection, DBS & PVG regulations. | D  D |
| **Ability and Skills**   * A commitment to and knowledge and understanding of Equal Opportunities and anti-discriminatory practice. * Ability to communicate effectively with people at all levels. * Strong verbal and written communication skills. * Strong organisational and presentation skills, focusing on attention to detail. * The ability to plan your own work, work on your own initiative and meet deadlines. * The ability to manage pressure and conflicting demands and prioritise tasks and workload. * A pleasant, confident telephone manner. * Reliability and honesty. * Ability to take minutes accurately and produce minutes in a timely manner. * Ability to use initiative and act on opportunities to improve outcomes for people who use services. | E  E  E  E  E  E  E  E  E  E |
| **Personal Attributes**   * Ability to take responsibility to make effective use of own professional development opportunities via supervision, appraisal and training. * Ability to work as a member of a team and on own initiative. * Ability to deal with challenging situations with tact, discretion and confidence. * Ability to present in a professional manner. * Ability to take personal responsibility and learn from experiences. * Ability to adapt own approach to the demands of the work environment. * Ability to respect and relate well to people with varied roles and from diverse backgrounds. * Ability to deputise in line manager’s absence. | E  E  E  E  E  E  D |
| **Other**   * An appreciation and commitment to health and safety issues in the workplace. * Willingness to travel to face-to-face events as needed. * Willingness to work flexible | E  E |