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**JOB TITLE: Hub and Buildings Administrator**

**GRADE: Grade 4**

**ACCOUNTABLE TO: Team Leader, Locality Administration**

**Disclosure and Barring Service: Subject to DBS Enhanced Disclosure**

**1. Job Purpose:**

As part of the Administrative Team of the One Point Service, to provide administrative support which will assist the team to deliver a high quality service which meets the needs of children, young people and families.

**2. Overall Objectives of the Post:**

 The postholder will be required to:

* Provide core administrative functions to support the work of the integrated team;
* Oversee the provision of administrative support to OPS DCC staff within designated Hub or Children’s Centre, including day to day allocation of work
* Support the Team Lead, Locality Administration in the delivery of all buildings management functions
* Provide dedicated management support, as required.
* Provide proactive support to external inspection arrangements, eg file preparation, and provide a liaison role where appropriate.

**3. Key Functions:**

* 1. **Administrative Duties:**
* Supporting the OPS DCC staff in the locality in the provision of general clerical and administrative support;
* Supporting recruitment and selection processes in accordance with agreed procedures;
* Maintaining budget spreadsheets;
* Recording and administering petty cash and general financial records;
* Safeguarding and promoting the welfare of children and young people
* Development and maintenance of filing systems
* General typing duties – reports, letters etc.
* Reception duties (receiving visitors, taking calls & messages, dealing with queries)
* Dealing with incoming & outgoing correspondence
	1. **Administrative Support for Meetings/Team Activity:**
		+ Administration and coordination of partnership meetings, production of papers, schedules, venue bookings;
		+ Attend meetings and take minutes as required;
		+ Administration of area activities and events
	2. **Management Information & IT Systems:**
* Develop and maintain accurate record electronic filing systems in line with Information Governance requirements;
* Retrieval and transfer of records as required by the team;
* Data inputting and retrieval (specific to the management information systems used by the service)

**3.4 Communication:**

* Provide a professional and courteous “first point of contact” for all services and service users contacting the team, including receptionist duties;
* Ensure all calls are handled efficiently and effectively;
* Sort, distribute and dispatch incoming and outgoing mail including the accurate logging and posting of secure post;

**3.5 Buildings Management:**

* Support the Team Leader, Locality Administration in all building management tasks and take the lead for designated buildings, to include:-
* Oversee effective site management of the designated OPS building(s) for the Service
* Oversee repairs and maintenance issues for the designated OPS building(s) and ensure these are reported and carried out appropriately
* Oversee the day to day work of the caretaking and cleaning staff of the designated building (s) as appropriate to the needs of the One Point Service;
* Ensure appropriate security arrangements, intruder and fire alarm systems of the designated OPS Building (s) are in place and regularly monitored
	1. **Effective Communication:**
* Engage positively with children, young people and families using the service**;**
* Provide appropriate support for the involvement of children, young people and families in service delivery.

**3.7 Safeguarding & Promoting the welfare of the child and young person**

* Champion safeguarding in all aspects of the work of the service

**4. COMMON DUTIES & RESPONSIBILITIES**

**4.1 Quality Assurance** – to ensure standards and service quality. To ensure that professional practice is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement.

**4.2** **Communication** - To ensure that the Service’s procedures, policies, strategies and objectives are effectively communicated. To ensure effective communications to all stakeholders.

**4.3** **Development of Self** - To ensure that relevant development opportunities are undertaken and achieved, where appropriate, in line with induction training, mandatory training, career pathways and individual identification with Manager. To reflect on own experiences to ensure that service developments take place. To undertake relevant CPD in line with registration with appropriate bodies, where appropriate/required.

**4.4** **County Durham and Darlington Foundation Trust and Safety** - To ensure that the County Durham and Darlington Foundation Trust and Safety policy and procedures are understood, implemented and monitored.

**4.5 Supervision and Appraisal** -To engage with and undertake required procedures in respect of supervision and appraisal.

**4.6 Equality and Diversity** - To promote/comply with the policy & procedure of DCC to ensure that everyone has an equal chance to learn, work and live free from discrimination and prejudice.

**4.7 Confidentiality** – to maintain confidentiality and not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

***Post holders will be expected to carry out additional duties as reasonably required.***

**PERSON SPECIFICATION**

**CHILDREN’S INTEGRATED SERVICE – HUB & BUILDINGS ADMINISTRATOR**

**Grade 4**

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| --- | --- | --- | --- |
| **FACTOR** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS** | * BTEC National in Public Administration or
* NVQ 3 Business Administration or equivalent
 |  | Application Form |
| **KNOWLEDGE & EXPERIENCE** | * Experience of dealing with queries;
* Liaising with a range of professionals
* Managing own workload
* Organising events, conferences, meetings administration;
* Minute taking
* Dealing effectively with the public, including children and young people;
* Financial procedures, petty cash etc
* Experience of working with Microsoft Packages
* Experience of working with databases and management information systems
* Production and analysis of performance reporting
 | * Working within a Children’s Services environment
* Working within an outreach setting
* Initiating and monitoring new office procedures
 | Application FormInterviewReferencesTests |
| **PERSONAL ATTRIBUTES & SKILLS** | * Good interpersonal skills
* A genuine interest in children, young people and families
* Good planning and organisational skills
* Excellent communication skills
* Computer literate
 | * Knowledge of one or more of the services that make up the Integrated Team (see attached)
 | Application FormReferencesInterviewTests |

**ONE POINT SERVICE**

**JOB DESCRIPTION INSERT FOR ALL ONE POINT SERVICE STAFF:**

1. **Accountability:**

**All DCC staff working within the One Point Service:**

* Will continue their contractual accountability to the council.
* Will continue their professional accountability to their own professional regulatory bodies and the law for their actions.
* Are required to comply with and cooperate in the assurance requirements in line with the arrangement described in the integrated partnership agreement and constituent organisations operational policies.
* Will be supported by One Point Service DCC Managers, who will ensure an effective approach to improving outcomes for children, young people and their families, through integrated supervision and working practices.
1. **Integrated Working:**

**All DCC staff working within the One Point Service will be required to:**

* Work positively and collaboratively with Health colleagues within the One Point Service and with all connected services in the provision of a service which is focussed upon Early Help and Think Family through the early identification of need and improving outcomes for children, young people and their families
* Share information within appropriate guidelines and to work together, within the Single Assessment, to support children and families who require additional help or who have additional needs.

**3.0 Skills & Knowledge Required For Integrated Teams:**

It is important that we all share a common set of basic skills and knowledge in order to help us work together better across traditional agency boundaries, speak a common language and support children and young people more effectively.

The following is an exert from the Common Core of Skills & Knowledge which describes the basic skills and knowledge that everyone working with children or young people is expected to have. It is important therefore that these requirements are reflected in all job descriptions for staff working across the Integrated Teams.

**Effective communication and engagement with children, young people and families**

Good communication is central to establishing trust, and making sure information is shared and received in the way you intend. This key area highlights the importance of knowing how to listen, empathise, explain, consult, and seek support.

**Child and young person development**

Understanding the developmental changes children and young people go through can be key to interpreting their behaviour. This area of expertise is required to understand what makes children and young people think and act in the way they do, and to encourage us to respond to and support their needs as they emerge.

**Safeguarding and promoting the welfare of children and young people**

This set of skills centres on keeping children and young people safe, and knowing how to identify if they are suffering harm or neglect. They also help us to see when children and young people are not achieving their potential and help us to ensure their well-being and quality of life.

**Supporting transitions**

When children and young people go through change, it can have a profound effect on their behaviour and well-being. These skills help us to identify transitions, understand their likely impact and support children, young people and their families through them.

**Multi-agency and integrated working**

**This key area describes the skills we need to work together effectively with people from different professional backgrounds. It highlights the importance of valuing individual expertise and of understanding the tools and processes that support multi agency and integrated working. Fundamental to this, is the use of common assessment tools, promotion of single care pathways and effective information sharing (see below).**

**Information sharing**

Knowing how and when to share information is an essential part of delivering better services for children and young people. The skills and knowledge outlined in this area include understanding and respecting the legislation and ethics surrounding confidentiality and security of information. It is important for all staff across the Integrated Teams to have a full understanding of the 8 Golden Rules of Information Sharing.

**The common core sits alongside the existing skills, knowledge and experience as requirements for your role and for the integrated environment in which you work. Your understanding and ability to meet these requirements will be regularly assessed alongside your existing role requirements as set out in your job description/role profile.**

**4. The Children & Young People’s Promise:**

We agreed some Staff Promises setting out what behaviours and skills children & young people, their families and carers want to see integrated staff in the hubs demonstrating in their day-to-day contact. We hope that you commit to meeting these promises, now referred to as **“The Promise”**

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| --- | --- |
| 1.  | We will treat you with respect and listen and value your opinions |
| 2. | We will ask you where you want to have your meeting |
| 3. | If we have to cancel a meeting with you, we will aim to give you at least three hours’ notice if at all possible. We will either telephone or text you as soon as we know we need to cancel |
| 4. | We will always ask how you want to be contacted and contact you directly if we need to speak to you. There may be occasions when we need to speak to your parent, carer or another adult, but we will always speak to you first about this. |
| 5. | Workers will put in writing what they have agreed to do and give you a copy |
| 6. | We will do what we have agreed to do or let you know if there is a reason why we cant. We will put young people’s priorities at the top of the list. |
| 7. | We will carry out young people’s events (agenda days) every 3 months to evaluate the service. |
| 8. | We agree children, young people and parents should be involved in interviewing and selecting staff. |
| 9. | We will let you know how you can compliment the service or make a complaint. We will always listen and act upon every complaint. We will let you know we have your complaint and what we are doing with it within 5 working days. We will make sure you know how you can complain. |
| 10. | A child, young person or parent will never be rejected or turned away from a hub |
| 11. | We will “hold the baton” eg. We won’t say we can’t help or make you leave until you are happy with the help you have been given |

**The Promise sits alongside the existing skills, knowledge and experience as requirements for your role and for the integrated environment in which you work. Your understanding and ability to meet these requirements will be regularly assessed alongside your existing role requirements as set out in your job description/role profile.**