

Northumberland County Council
JOB DESCRIPTION

Post Title:	Residential Administration Manager	Director/Service/Sector Children's		Office Use
Band:	7	Workplace: Residential Homes location Netherton Park Campus		JE ref: 826
Responsible to: Residential Services Manager		Date: 20.1.09	Manager Lever:	HRMS ref:
Job Purpose: To organise and manage support services within Children's Residential Services, including the financial and staffing data systems. To develop and manage a range of administrative and housekeeping functions within the Open and Secure Children's Homes to ensure a high quality of service. To ensure that administration and related tasks/procedures are followed at all times.				
Resources		Staff	Level 4Administration staff Level 3 Admin Staff, level ½ clerk/typists, Catering team, Domestic team, Laundry team	
		Finance	Responsible for maintaining budgets and ordering	
		Physical	Responsible for maintaining and monitoring relevant data base e.g. YJB returns	
		Clients	None	
Duties and key result areas:				
<ul style="list-style-type: none">• To organise the general administrative, clerical and typing services along with other support services to all Children's Residential Homes (open and secure)• To develop, support, direct, delegate and supervise the wide range of administrative, housekeeping and catering functions within the homes to achieve and provide a high quality service overall.• To take a lead role in planning, developing, designing, organising and monitoring support services; including administrative procedures, ICT facilities and communication systems• To supervise, deploy and organise the clerical, catering, domestic and laundry staff teams• To be responsible for ensuring compliance with the Council and departmental policies and procedures e.g. financial regulations, invoicing, standing orders, delegated powers etc.• To develop and formulate administrative systems in consultation with the Residential Services Manager and to ensure the smooth workflow in accordance with predetermined deadlines in meeting National Minimum Standards and recommendations.• To coordinate, manage and supervise the work of the administrative team, to be responsible for specific areas of work – i.e. Liaison with other agencies re: case reviews, stock control, ordering, raising of invoices, maintaining administrative systems in the homes, personnel tasks.• To maintain data base to offer accurate records to meet service, Youth Justice Board and Ofsted requirements• To work in partnership with the Residential Services Manager, Unit Managers and Site Manager to adhere and maintain Health and Safety measures within the Homes• To work in partnership with the Site Manager in respect of Building Maintenance and managing budgets and data pertaining to Property.• To work in partnership with the Catering Manager in maintaining and actioning Health and Safety requirements of the Food and Hygiene regulations relating to Homes.• To assist the Residential Services Manager in the recruitment and Selection of all Support Services Staff in line with County policies and procedures.				

- To provide budgetary information to the Residential Services Manager
- To participate in Management meetings, contribute to the development of policies and procedures and the Strategic Development of the Service.
- To contribute to the Strategic service planning process and Service Plan.
- To be familiar with the contracting process and requirements of the Youth Justice Board
- To be able to facilitate identify, implement, coordinate and develop training material for the training of staff within the identified teams
- To act as investigating officer and contact officer when necessary
- To maintain financial system as required by the service for audit purposes
- To support the Residential Services Manager in the production of reports as required of the service
- To maintain positive communication across the site facilities.
- Any other duties consistent with the nature and level of the post.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements: Able to meet the transport requirements of the post which would include driving to the community homes
 Working patterns: Office hours
 Working conditions:

Northumberland County Council
PERSON SPECIFICATION

Post Title: Residential Administration Manager		Director/Service/Sector: Children's	Ref: 826
Essential		Desirable	Assess by
Knowledge and Qualifications			
Good general level of education to at least NVQ3 level. RSA Clait Good knowledge of Administrative procedures, budget management and related systems		Management qualification Vocational qualification e.g. BTEC in Public Administration or Business Studies	
Experience			
Significant recent experience of administration systems Substantial experience of supervising of staff. Experience of financial systems and be able to provide budgetary information to a high standard Experience of training and managing diverse support services teams Experience of personnel procedures		Management experience of training and inducting staff Experience of Investigating officer role Worked and managed administration services within a Residential Children's setting Experience of having involvement (contributed) to the strategic development of services.	
Skills and competencies			
Excellent ICT skills Competent in word processing Ability to use a spreadsheet Ability to present information in a clear, concise and professional manner Ability to organise the work of a variety of diverse teams and to coordinate and monitor work standards. Ability to develop quality assurance systems Ability to communicate effectively with people at all levels Ability to inspire, influence and motivate others Ability to contribute as part of the Management Team to the Strategic Development of the Service		To have experience of County ICT systems and ability to operate them. Ability to organise limited resources to meet the needs of the service Ability to be creative and solution focused in meeting service delivery Knowledge of the Youth Justice Board and Ofsted contract/standard requirements Computer skills in Power Point, excel	
Physical, mental and emotional demands			
Willingness to participate in self development Keen, flexible, solution focussed attitude Able to stay calm and level headed when under pressure Able to undertake all required tasks of the role Positive well being		Current Driving licence Evidence of learning beyond the work place	
Other			

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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

National Qualification Framework

The three regulatory authorities have updated the National Qualifications Framework for England, Wales and Northern Ireland as part of a review of regulatory arrangements. (The three regulatory authorities are QCA, ACCAC and CCEA).

The NQF is designed to help with career progression and act as a guide to learners to make informed decisions about their training needs.

It aims to:

- promote access, motivation and achievement in education and training, strengthening international competitiveness
- promote lifelong learning by helping people to understand clear progression routes
- avoid duplication and overlap of qualifications while making sure all learning needs are covered
- promote public and professional confidence in the integrity and relevance of national awards.

The following table provides an indication of the new frameworks.

National Qualifications Framework	Framework for Higher Education Qualification levels (FHEQ)
8 Specialist awards	D (doctoral) doctorates
7 Level 7 Diploma Professional qualifications	M (masters) masters degrees, postgraduate certificates and diplomas
6 Level 6 Diploma Professional qualifications	H (honours) bachelors degrees, graduate certificates and diplomas
5 Level 5 BTEC HND	I (intermediate) diplomas of higher education and further education, foundation degrees, higher national diplomas
4 Level 4 Certificate	C (certificate) certificates of higher education
3 Level 3 Certificate (OND) Level 3 NVQ A levels	
2 Level 2 Diploma Level 2 NVQ GCSEs Grades A*-C	
1 Level 1 Certificate Level 1 NVQ GCSEs Grades D-G	
Entry Entry Level Certificate in Adult Literacy	

The use of levels in the