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| **Job Description** | |
| **Post title** | DSCP Administrator Assistant |
| **JE Reference No** | N11143 |
| **Grade** | 4 |
| **Service** | Children’s Social Care |
| **Service Area** | DSCP |
| **Reporting to** | DSCP Safeguarding Children Partnership Officer |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post is eligible for flexitime |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

The post holder will provide high quality administrative support to the Business Unit and others supporting the work of the Durham Safeguarding Children Partnership.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To deputise for the DSCP Admin Officer in undertaking safeguarding responsibilities of the Business Unit. These include receiving and processing of national missing person alerts, at risk to children notifications and notifications of the movement of children subject to child protection plans.
* To provide effective administrative support to the DSCP Task & Finish Groups and other meetings arranged by the DSCP. This will involve the preparation and circulation of agendas and supporting documentation for these meetings in consultation with the Chair of the Sub-Group or Business Manager. This will also include the minute/note taking of these meetings as well as maintaining and updating action logs and following up associated action points where relevant.
* To be responsible for the business support function of the multi-agency safeguarding children training programme, in conjunction with others responsible for its management and delivery. Tasks include:
* Publicising information relating to the training programme using a variety of communication methods
* Processing applications ensuring accurate information is obtained and recorded and compliance is met through effective record keeping
* Provide support in the co-ordination of both external and virtual training platforms (both external and virtual), including any hospitality requirements.
* Sending confirmations as well as any pre-learning material
* Sending and processing evaluations post-training
* Formulating and sending certificates of attendance/completion
* Using the required systems in place to maintain accurate records of workforce learning and development data and assisting in the formulation of statistical reports.
* To be the first point of contact for any training related queries.
* To act as the first point of contact for the service, including responding to enquiries, assessing the nature and urgency of the contact, and responding or referring to others as appropriate, taking accurate messages where appropriate. This also includes the processing and actioning of incoming communication (post, telephone, e-mails, etc.)
* To assist the Partnership Officer, Admin Officer, and other Team members with a range of business support functions on behalf of the Partnership.
* General administrative functions including the typing of letters, reports, electronic presentations and other documentation.
* To undertake the circulation of highly confidential data to other key agencies as required within specified timescales, working within legislative and procedural requirements.
* Effectively manage a demanding workload day to day where concentration is required, having the ability to change from one task to another due to frequent and unpredictable interruptions.
* To assist in the archiving of highly sensitive documentation ensuring that this is undertaken in accordance with best practice/legal requirements and that prompt retrieval is possible.
* Co-ordinate and prioritise own workload to ensure deadlines are met to support all staff and partner agencies.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ 3 Business Administration (or equivalent). | * ECDL |
| Experience | * Proven administrative and customer service experience in a busy and challenging office environment Experience and regular use of Microsoft Office applications and the internet including Word, Excel, Outlook and PowerPoint * Experience of inputting and retrieving data from ICT based recording systems * Recent experience of minute taking * Experience of administering training courses, conferences and other events * Proven ability in effective time management and working to deadlines | * Working within a Children’s Services or multi-disciplinary environment * Working with sensitive information * Use of MS Teams or equivalent platforms. |
| Skills & Knowledge | * Excellent communication skills using a variety of methods that can be adaptable to suit the customers’ needs Excellent interpersonal skills * Methodical and organised approach to tasks, with an eye for detail. Ability to produce accurate records of meetings, events and conversations * Knowledgeable of Data protection and GDPR regulations. | * Health & Safety awareness * Awareness of the role of the Council or Safeguarding Partnership |
| Personal Qualities | * Commitment to providing good customer service with a drive for continuous improvement and a willingness to listen and learn from others * Ability to work independently and with minimal support, as well working co-operatively with other members of the team and wider networks * Able to work under pressure and to meet deadlines * Ability to relate well to people * A desire for further personal and professional development * To have a flexible approach. * To be able to deal with work of a sensitive nature and maintain confidentiality. | * Feel confident in dealing with queries. * Put the needs of the service user first. |