



Fostering Administrator

Salary/Rate

£15,200 - £17,500/annum Training, benefits

Location

Ashford, Kent

Outlook Fostering

Description

Fostering Administrator

Up to £17,500 per annum depending on experience

Based in our Ashford offices in Kent

Annual Leave: 28 days (including public holidays)

Full-time. 9:00 am to 5:00 pm, Monday to Friday

Interviews being held 27th July 2017

Outlook Fostering, part of the CareTech Group was set up in 2002 to provide safe, secure and nurturing Foster Placements to children that were unable to be cared for safely by their birth families. Outlook's Senior Management Team have made a conscious effort to employ Supervising Social Workers and Support Workers who are committed to ensuring that Foster Carers provide the best possible opportunities for children placed within our care.

We are currently recruiting an organised and motivated Fostering Administrator to join our team in Ashford. This is a challenging and varied role which will require you to have excellent office administration and communication skills. The Office Administrator will provide full administrative support to the Outlook team, working closely with the Business Development Co-ordinator, Social Work Team and Referrals and Placement Officer to ensure the efficient operation of the service. This is a challenging and varied role which will require you to have excellent office administration and communication skills.

Duties include but are not limited to:

- Responsible for co-ordinating and providing administrative support for the agency's Learning & Development programme for Foster Carers,
- Responsible for co-ordinating and providing administrative support for Foster Carer Assessments and Panel Administration;
- Flexibility to have a working knowledge of referrals and placements in order to provide administrative support and backup cover when necessary;
- Providing a professional administration service including covering reception:

- o Welcoming visitors and contractors;
- o Responding to incoming telephone calls and forwarding if required;
- o Processing internal and external mail both in email and letter formats on a daily basis. Including forwarding, scanning documents for electronic filing, photocopying and responding as necessary;
- o Assisting staff with agency office equipment e.g. multifunction printer (incorporating office printer, scanner, photocopier and fax), shredder, binding machine, and laminating machine;
 - Typing letters and other documents which may include diagrams, photographs, graphs, etc.
 - Minute-taking and transcribing ;
 - Dealing with internal and external post on a daily basis;
 - Accurately maintaining the CHARMs database;
 - Monitoring, collecting and collating data for analysis from the CHARMs database
 - Ensuring that the general office, meeting and training areas are tidy and hazard free;
 - Preparing meeting and training rooms in advance including provision of refreshments and ensuring that the rooms are cleared after each meeting, training session or other event;
 - Ensuring that there is sufficient stationery within the office and to re-order as and when required;
 - Management and handling of Petty Cash;
 - Developing and maintaining good relationships with colleagues;
 - Taking and recording initial enquiries both for foster carers and NACCC Contact Services;
 - Working within quality assured data protection and confidentiality systems and processes;
 - Participating in relevant training as required by Outlook Fostering;
 - As necessary, assisting with marketing and foster carer recruitment, including:
 - o recruitment fairs;
 - o leafleting;
 - o responding to calls and recording details of potential applicants to foster;
 - o responding by email or letters, as required, including issuing information packs
 - o other duties associated with the promotion of Outlook Fostering;
 - Attending and take part in team meetings & regular review meetings with line manager etc.;
 - Supporting the development and implementation of CareTech processes and systems to improve the service.
 - Health and Safety management in line with the policies and procedures
 - o Maintaining health and safety of the offices and ensuring the site is fit for purpose;
 - o Nominated Fire Warden, Health and Safety Representative and First Aider (Training will be provided).
- o Maintenance of signing in records for the Office

ESSENTIAL CRITERIA:

- General office administration experience in a service environment;
- Excellent customer service skills;
- GCSE/equivalent in English, grade C or above, and an ability to demonstrate numerical skills;
- Ability to maintain strict confidentiality at all times;
- An awareness of data protection principles;

- Team-orientated and able to use own initiative;
- Understanding of importance of strict adherence to agency policies and procedures;
- Proficient user of Microsoft Office (in particular Word, Excel and Outlook) and familiarity with databases;
- Good working knowledge of effective administrative systems and processes;
- Commitment to growth & development of organisation;
- To be able to demonstrate effective communication skills;
- Ability to work under pressure and handle changing priorities;
- People skills, including the ability to communicate, respect and maintain professional boundaries;
- Car owner with full clean driving licence.

Due to the nature of the role, we will pay for you to complete an enhanced Disclosure & Barring Service (DBS) check, prior to starting with us. Under the Equality Act 2010, some posts may have a minimum age requirement, based on the age of the oldest child within the service you are applying for. CareTech is an equal opportunities employer and will invite disabled applicants to contact us to identify any additional support that they may require throughout the recruitment process.

Due to the volume of applications, if you do not receive an invitation to interview within 14 working days, then consider your application unsuccessful on this occasion, however we have other services you may be suitable for in surrounding areas for the roles below: Support Workers, Team Leaders, Deputy Managers, Residential Managers and Supervising Social Workers.

Type

Permanent

Start Date

ASAP