JOB SUMMARY

Post Title	***Children Services Team Administrator***						
Job Family	*Business Support*	**Pay Range**	*05*	**Line Manager to others?**	**No**	**Role profile ref**	*BS05*
Service Area	*Children's Services*						
Line Manager	*Team Manager and Assistant Team Manager*						
Location	*Floor 3 County Hall*						

Job Purpose

- To provide effective administrative support to the Children with Disabilities Team, maintaining systems and processes
- Recording up to date and accurate information on the electronic social care client record (Mosaic) and the Early Help Data Warehouse (Sentinel) related databases to support performance management; following the business rules and training provided.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To support the children with disabilities team to improve the delivery of children with disabilities support and outcomes for babies, children, young people and their families
- To provide effective administrative support to the children with disabilities team, maintaining systems, processes, and contribute to performance improvements
- Respond to telephone and email enquiries, providing accurate information and guidance on children with disabilities team processes, referrals, assessments, and support available to children and families.
- To organise appropriate venues, equipment and refreshments, attend, minute and distribute correspondence for meetings, including the use of new digital technology as necessary, ensuring information is clear, accurate, and issued within required timescales.
- To undertake general office administrative tasks as required including maintaining efficient electronic filing systems, archiving, photocopying and scanning, as necessary.
- Handle sensitive and confidential information with professionalism, empathy, and discretion, particularly when communicating with families experiencing challenging circumstances.

Knowledge, Skills and Experience

Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Practical experience within the relevant working environment.	Experience of providing administrative support within a Family Hub, Children's Services, Education, Health, Social Care, or other multi-agency environment.		**D**
Working knowledge of relevant processes and systems.	Experience of Children's Services case management system (Mosaic) and Early Help Data Warehouse (Sentinel) to record, update and retrieve information accurately and effectively.		**D**
Knowledge of the service provided in own area.	Knowledge and understanding of the Early Help offer, referral pathways, safeguarding thresholds and support services available to families.		**D**
ICT skills including use of Microsoft applications.	Confident in using Microsoft Office applications, including Word, Excel, Outlook, PowerPoint and Teams, to support efficient service delivery.	**E**	

Good verbal and written communication skills.	Proven ability to communicate professionally and effectively with families, practitioners, and partner agencies, including schools, health services, social care, police, and voluntary sector organisations.	**E**	
Numerate and accurate with attention to detail.	Experience of processing referrals, assessments and case information accurately, identifying and resolving discrepancies where appropriate.		**D**
Understanding of how to deal with customers appropriately.	Ability to : communicate sensitively and respectfully with families who may be experiencing challenging or complex circumstances, demonstrating empathy and understanding. Handle difficult conversations calmly and professionally, managing expectations while maintaining positive relationships. Listen carefully to customer needs, identify appropriate support or information, and signpost to relevant services where required. Maintain confidentiality and exercise discretion when dealing with sensitive information about children and families. Respond to complaints, concerns, and enquiries in accordance with organisational policies and customer service standards.	**E**	
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Educated to GCSE	Grade 4/C or equivalent in Maths and English	**E**	
Level 3 Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience.		**E**	
Other Requirements			
May require relevant certifications including evidence of fluency in English language. **E**			
Enhanced DBS check **E**			
Organisation Structure (optional)			