

Job Description and Person Specification

JOB TITLE: Administrator

EMPLOYMENT STATUS: Permanent

RESPONSIBLE TO: Operations Manager & Coordinator

SALARY: £10.90 p/h

HOURS: 30 hours per week

WHERE: Head Office, Woodgate Business Park, B32 3BZ

	CRITERIA	EVIDENCE
Essential	<p>Applicants must be able to demonstrate:</p> <ol style="list-style-type: none"> 1. Strong interpersonal skills including an ability to develop personal relationships quickly, and to enthuse and convince others. 2. Effective strong written and oral communication skills. 3. Strong administration skills, including keyboard use and proficient use of Office 365, excel and publisher skills. 4. Ability to use organisational Database Management Systems. 5. Proven planning, time-management, and organisational skills. 6. Evidence of meeting targets and goals to achieve high standards of work and successful outcomes. 7. Proven experience of effective team working. 8. A demonstrable commitment to high standards of customer care. 9. An understanding of issues that can affect families – particularly those who face challenges/have parenting issues. 10. A demonstrable commitment to volunteering and understanding of its potential as a force for change. 11. The ability to self-direct work stream however to recognise the need to escalate issues within management structures. 12. A willingness to work evenings and weekends and at times attend work at other bases in the West Midlands and visit partner sites across Birmingham. 	Application Form and Interview.
Desirable	<p>It will be desirable for applicants to demonstrate:</p> <ol style="list-style-type: none"> 1. Previous experience of project management. 2. Direct experience of planning and delivering to outcomes. 3. Understanding of relevant legislation & regulation. 4. A full UK Driving License. 	Application Form and Interview.

Who We Look for?

Are you a **warm, personable**, and highly **motivated** individual who can empower the people you support?

Do you have **passion** for what you do, are a strong **communicator** and have good **problem-solving** skills?

The administrator will work alongside an experienced and established team in Birmingham.

We place a high value upon **integrity, ethical standards**, and a commitment to **excellence**.



What does an Administrator do?

Midland Mencap is looking to appoint an administrator who will work with our community teams to turn our vision and mission into a reality.

By providing effective administrative support to the Operations Manager for Community Services, with a particular focus on the Short Break Brokerage Service, to ensure all network partners are fully contract compliant.

The administrator will support the Operations Manager in maintaining strong internal and external relationships, ensuring adherence to regulatory & quality standards are being met, always.

The Administrator will ensure all monitoring of data is appropriately captured, verified, and reported in agreed timescales and formats.

The administrator will play a key role in the creation and maintenance of staff and citizen database records, including supporting the administration aspect of recruitment and onboarding processes.

The administrator will also support the marketing and promotion of the service and the Birmingham Carers Hub offer to unpaid carers and potential referral agencies, in both the statutory & voluntary sectors.

They will participate in regular reviews of the work they facilitate and contribute to and ensure good quality record keeping is maintained at all times.

They will be expected to uphold the highest standards and the ideal administrator will be able to work well within an established and experienced team, as well as using their own initiative when communicating with staff, unpaid carers and professionals.

They will be able to build and maintain good working relationships with multiple agencies, such as social workers and other referring agencies. They will be organised in planning and managing their working schedules and working towards our referrals and assessment process.

They will be able to identify and act upon any safeguarding issues in relation to multi-agency guidelines, ensuring compliance in relation to the guidelines as well as maintaining all reports and records in a confidential and timely manner, in line with Midland Mencap's policies and procedures, in line with GDPR and Safeguarding aspects. (Full training will be provided)

Duties and Responsibilities

Project management

1. Supporting a reporting to the Operations Manager, to ensure commissioned partners meet their agreed targets, in the correct reporting formats and to schedule. Ensure full compliance with the organisations data protection policy.
2. Support the Operation Manager with the commissioning and contract management of partners, who are delivering community short breaks for the target client group.
3. Ensure parent-carers are listened to and respond to in a sensitive way, by working closely with the Midland Mencap Family Wellbeing Team, using a person-centered approach to ensuring brokerage to appropriate short break provision and signposting to other Birmingham Carers Hub support services as required.
4. Liaise with partner organisation leads, or designated staff and develop good relationships with them.
5. Develop, implement & maintain effective relationships that facilitate the outcomes, monitoring and evaluation processes. To identify circumstances that impact on the effective delivery of commissioned services.
6. Maintain Midland Mencap's quality standards and guidelines for work with all partners and customers.
7. Organise and facilitate networking events and training workshops using a variety of methods. e.g., Eventbrite.
8. Identify potential new entrants to the market and undertake initial skills and capability audits.
9. Establish effective working relationship with all Short Break & Birmingham Carers Hub Partners.
10. As part of an agreed promotion and marketing strategy, attend external events at the direction of the Operations Manager.
11. To be proactive in the safeguarding of all Children and working to the policies and principles of the Birmingham's Safeguarding Children's Partnership

Monitoring and evaluation

1. Maintain accurate records on all aspects of the Short Break Brokerage Service & general Community Services' records, including submitting data onto secure web sites and databases.
2. Prepare regular updates, including financial analysis and qualitative reports for the Operations Manager.
3. Provide information as required to feed into reviews and evaluations of the wider delivery of the Short Breaks Network.
4. Develop and maintain a basic understanding of partner organisations' policies and procedures, as relevant to effective delivery of contracted services.
5. Develop effective internal working relationships that facilitate the management and operational delivery of Short-Breaks for children with additional needs.
6. Ensure that all responsibilities are carried out in accordance with Midland Mencap's established policies & procedures, staff handbook and sector codes of practice.
7. To undertake additional duties, at the direction of the Operations Manager, in keeping with the post, or other organisational business needs.

Please note the following information

- The post holder is expected to comply with statutory requirements and the organisations policies whilst carrying out their work.
- The post is one of continual development and the post holder will be encouraged to develop skills and capabilities, including participation in projects and training events.
- The post holder must at all times carry out their duties with due regard to Midland Mencap's Equal Opportunities Policy.
- The post holder in the course of their duties will come into contact with confidential or sensitive information and will work in manner that protects confidentiality and adheres to the principles of information governance and GDPR.
- The post holder will be required to perform other reasonable duties at the request of senior staff.
- This job description is subject to amendment in line with the service developments and following consultation with the post holder.
- The post holder is subject to a full DBS check, this is payable by the new employee before they start employment.