

Job Description and Person Specification

JOB TITLE: Administrator (CYP & Adult Community Services)

EMPLOYMENT STATUS: 12-month fixed terms contract

RESPONSIBLE TO: Children and Young People's Operations Manager

SALARY: £13.44 per hour

HOURS: 37 hours per week

WHERE: Pinewood, Bell Heath Way, Woodgate Business Park, B32 3BZ

	CRITERIA	EVIDENCE
Knowledge and Experience	Essential • A commitment to the aims and objectives of Midland Mencap. • Promotion and demonstration of equal opportunities and inclusion in all aspects of the role. • Being adaptable to a fast pace working environment. • Managing tasks loads independently. • Monitoring and reporting • Safer Recruitment Processes.	Application Form and Interview.
Skills	Essential • Excellent Interpersonal skills and ability to work with a wide range of people. • Effective team player. • Proactive and focused. • Ability to work on your own initiative. • Excellent communication skills both oral and written, including numeracy skills. • Good organisational skills. • Tact, discretion and respect for confidential information, as well as note taking for investigations/ disciplinary matters. • To be approachable and friendly. • To have a flexible approach to the role. • Ability to communicate effectively with internal and external stakeholders, for example, families and social workers. • Money handling experience. Desirable • Knowledge of using Word, Excel, and SharePoint, Microsoft Documents • Willingness to working as part of a job share and across different services.	Application Form and Interview.

Who We Look for?

Are you passionate about making a difference? Are you a strong communicator, a supportive team player and confident in solving problems?

The Administrator will join an experienced and established team, working alongside the Operations Managers, Service Manager and Coordinators.

The role will also involve job-sharing with our current Children and Young People's Administrator to support our community services across the West Midlands.

We place great value on integrity, high ethical standards and a commitment to delivering excellent services.

Experience of working in a fast-paced environment or in an administrative role would be an advantage, but it is not essential.

We recognise and value transferable skills from other sectors and provide comprehensive training for all staff, including both face-to-face and online induction.



What does an Administrator do?

Midland Mencap is seeking an enthusiastic and dedicated Administrator who is passionate about providing high-quality administrative support and delivering an excellent service to both internal and external stakeholders.

The successful candidate will be highly organised, adaptable and able to thrive in a fast-paced environment. Due to the nature of the role, they will provide remote administrative support to teams operating across the West Midlands.

This is a fixed-term position for 12 months. Initially, the working week will be divided as follows:

- Three days per week supporting Adult Community Services
- Two days per week supporting Children and Young People's Community Services

At the end of the 12-month fixed-term period, there may be an opportunity for the successful candidate to continue in a 22.5-hour, three-day-per-week role supporting Adult Community Services. Any continuation will be subject to organisational requirements.

The Administrator will take the lead on specific tasks allocated by the Operations Managers, Service Manager or Coordinators and will provide additional administrative support to the Senior Management Team when required.

They will complete all training relevant to the role and will be responsible for coordinating staff training.

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This will include organising training, maintaining training records and monitoring training matrixes to support compliance with organisational and Ofsted requirements.

The Administrator will also play an important role in responding to queries and managing referrals for the Community Services. They will provide information and signposting to families and professionals, including directing people to other relevant services provided by Midland Mencap.

The successful candidate will be enthusiastic, self-motivated and able to work independently, while also contributing effectively to the Community Services' teams and the wider organisation. They will be willing to try new approaches and able to adapt to the changing needs of Midland Mencap and its Community Services.

Key Tasks:

- A willingness to attend training e.g. office programs UIQ and Care Tutor system.
- Working through the Safer Recruitment Processes for all new employees, from initial interview to completion of onboarding. This also includes processes right to work checks for our overseas employees.
- Training: planning and organisation of all required training from external providers. Monitoring dates of expiry and rescheduling refresher courses.
- Managing all general queries day to day for all community services, as well as dealing with professionals linked to these service areas.
- Processing DBS applications and monitoring the DBS update service.
- Data collection for monitoring reports.
- Assisting with monthly payroll/ invoicing processes.
- Provide general administrative support for Ofsted and other professional/commissioning requirements, ensuring records and files are kept up to date and that relevant policies and procedures are current, accurate, and appropriately maintained.
- Liaise with internal and external training providers to coordinate and schedule staff training, maintaining the training matrix and ensuring mandatory training is completed, recorded, and renewed within required timescales.
- Ensure that responsibilities are carried out in accordance with Health and Safety legislation, and Midland Mencap's Equal Opportunities and Child & Adult Protection Policies.
- Ensure appropriate professional boundaries with children, young people, adult, parents and carers, staff and volunteers are maintained across the service.

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- Participate in planned regular meetings with the Operations Managers and relevant teams.
- Supporting Front of House as needed.
- Adhere to and implement organisational policies and procedures.
- Attend training courses as required to develop knowledge and skills to improve the quality of services.
- Carry out any other tasks that are deemed appropriate within your job role and the aims of the organisation.

This job description is an outline of the duties and responsibilities an administrator will be expected to fulfil. It may be reviewed at any time according to the changing needs of the service.

Midland Mencap reserves the right to alter the content of this job description, after consultation, to reflect changes to the position without altering the general character or level of responsibility.

The duties carried out in this job description must be carried out in a manner that promotes equality of opportunity, dignity and due respect of all employees and citizens and is consistent with Midland Mencap equal opportunities policy.

Name:

Signature:

Date: