

JOB TITLE:**PANEL ADMINISTRATOR**

Fostering Solutions recognises that Administration is a highly skilled and specialist role which is considered a key function of the organisation, requiring flexibility, planning skills and the ability to operate under pressure. Excellent interpersonal and communication skills are paramount.

MAIN PURPOSE OF JOB:

To provide a full administrative service under the direction of immediate Line Manager and in line with the organisation's Panel practices.

DUTIES:

1. To process foster carer applications, assessment documentation and carry out all statutory checks using standard documentation in accordance with set deadlines.
2. To plan, organise and attend meetings as required and produce accurate and appropriate minutes where applicable.
3. Manage, organise and update relevant data using database applications.
4. To undertake all administrative duties including post, typing reports and letters accurately within house style guidance.
5. Respond to telephone calls in a professional manner, allocating to staff as appropriate or taking and passing on messages promptly where necessary.
6. Provide reception and hospitality service to visitors where appropriate and in line with Fostering Solutions' expected standards.
7. To provide clear statistical information as required.
8. To undertake regular administration monitoring system audits, reporting findings. Ensure all admin functions are Care Standards compliant and assist in preparation for inspection. Being proactive in working towards and beyond the expectations of CSI inspections and Fostering Solutions
9. Work within deadlines and respond in a flexible way to the changing demands of Fostering Solutions' work.
10. Work within the provisions of the Data Protection Act, observing strict confidentiality in relation to all aspects of work undertaken.
11. Respond sensitively and professionally in supporting and maintaining good relationships with colleagues and all contacts who work with Fostering Solutions.
12. Liaise with immediate Line Manager on a regular basis, advising of any admin / resource shortfalls and need for appropriate cover.

13. To be aware of and work within the Company's health and safety policies, relating to the working environment and building security, reporting any issues promptly to immediate Line Manager.
14. To contribute to a risk assessment around the use of equipment, particularly VDU's, and to ensure they are regularly reviewed.
15. To be aware of equal opportunities issues and to work positively towards anti-discriminatory and anti-racist practice.
16. Develop personal skills and capability through on-going training as provided internally by the company or externally subject to Company approval and as agreed with your Line Manager.
17. To provide cover in the absence of other administrative staff.

ADDITIONAL RESPONSIBILITIES

- The nature of Fostering Solutions business means that tasks and responsibilities are sometimes unpredictable. Staff are therefore expected to work flexibly when the occasion arises where tasks, which are not specifically covered in the job description, have to be undertaken.
- On occasion, travel to other Fostering Solutions offices may be required to attend induction, training, meetings or to provide cover.

There are a number of duties that are common throughout all office. It may be that at a particular office these are allocated to a specific individual but at regional offices communication and flexibility between staff are important in ensuring these tasks are completed. The responsibility for ensuring these tasks are undertaken and completed does not lie with any individual but is a shared responsibility. The tasks that fall into this category are as follows:-

- General tidiness and maintenance of workplace environment.
- Ordering and maintenance of relevant office supplies to ensure operational effectiveness.
- Respond to telephone calls in a professional manner, allocating to staff accordingly or taking and passing on messages promptly where necessary.
- Ensure adequate maintenance of all office equipment, reporting faults promptly to appropriate providers
- Reconciliation of invoices in accordance with organisational guidelines.
- Accurate recording and administration of petty cash funds in accordance with organisational guidelines.
- To co-ordinate and circulate staff diary sheets according to guidelines.

Supervisory responsibilities	Not applicable
Location	
Hours	35 per week (9am-5pm Mon – Fri) plus 1 hour lunch break
Job description prepared / reviewed by	MS / GW / JV / PA
Date	November 2005
Reviewed / Amended on:	May 2006
Line Manager	Admin Manager (Panel)