

JOB TITLE:**OPERATIONS 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 professional, comprehensive and flexible administrative support in this 'hands-on' position.

DUTIES

1. In conjunction with the appropriate line manager, assist with the provision of support to the administrative function and day to day running of the general office, including reception and hospitality service.
2. To process annual reviews using standard documentation, ensuring renewals of statutory checks are initiated and implemented within set deadlines.
3. Attend meetings as required and where applicable ensure accurate and appropriate minutes are produced. Assist in maintaining tidiness in the office and meeting room areas.
4. To ensure all referrals and placements (in regional offices where there is no Referrals Administrator) are processed efficiently in liaison with social work personnel, together with the completion of relevant paperwork.
5. To provide clear statistical information as required.
6. To undertake general admin and reception duties including post, photocopying, filing, faxing, typing reports and letters within house-style guidance.
7. Manage, organise and update relevant data using database applications.
8. Monitor and assist in the ordering and maintenance of office supplies, checking and distributing accordingly to ensure operational effectiveness.
9. In conjunction with appropriate manager assume responsibility for the maintenance and upkeep of the office and equipment, ensuring compliance with H & S legislation, policy and procedure and to be responsible for maintaining an office directory of emergency contacts and contingencies.
10. To undertake regular admin file and database audits, reporting findings. Ensure all admin functions are compliant and assist in preparation for inspections.
11. Work within deadlines and respond in a flexible way to the changing demands of

Fostering Solutions' work.

12. Work within the provisions of the Data Protection Act, observing strict confidentiality in relation to all aspects of work undertaken.
13. Be aware of and work towards up-to-date guidance and statutory regulations in relation to the effective administration of the agency.
14. To be proactive in working towards and beyond the expectations of CSCI (or equivalent) inspections and Fostering Solutions.
15. Respond sensitively and professionally in supporting and maintaining good relationships with colleagues and all contacts who work with Fostering Solutions.
16. 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.
17. To be aware of equal opportunities issues and to work positively towards anti-discriminatory and anti-racist practice.
18. 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.
19. 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	No
Location	Regional Office
Hours	35 per week (9-5 Mon–Fri) + 1 hour lunch break
Job des prepared / reviewed by	MS / JD / JV / PA / SB / GW
Date	February 2006
Reviewed / Amended on:	May 2006
Line Manager	Senior Administrator