

The Lioncare Group
Central Office
Lioncare House
58a Livingstone Road
Hove
East Sussex BN3 3WL

JOB DESCRIPTION

Position	Administrative Assistant
Work-Base Location	<p>Primarily: One of the three Children’s Homes owned and operated by The Lioncare Group, being:</p> <ul style="list-style-type: none"> – Springfields Therapeutic Children’s Home – Westfields Therapeutic Children’s Home – Hillfields Therapeutic Children’s Home <p>Additionally: Any other resource owned or operated by The Lioncare Group in existence during the period of employment.</p>
Responsible To	Registered Manager of the Home
Management Responsibility	None

Commitment to Safeguarding Children & Young People	This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced DBS check is required for all successful applicants and all references will be contacted to verify and confirm suitability of applicants.
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<p>Primary Task (what the Job exists to do)</p>	<p>With due regard to the Leadership of The Lioncare Group, the primary task of the Admin Assistant is to:</p> <ul style="list-style-type: none"> a) Provide full administration support to the Registered Manager b) Act in the role of Personal Assistant to the Registered Manager and Deputy Manager
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Section 1) General Tasks & Responsibilities: In accordance with the stated aims and practice approach of The Lioncare Group, the duties of all employees include:

- 1.1. Carry out tasks & responsibilities professionally at all times whilst employed by The Lioncare Group.
- 1.2. Working with integrity, honesty, and openness at all times whilst employed by The Lioncare Group.
- 1.3. Assist, support, and promote The Lioncare Group within the wider market place.
- 1.4. Work within, uphold, and promote the stated aims and objectives of The Lioncare Group and adhere to all published guidance, policies and procedures.
- 1.5. Comply with current legislation, regulation, and guidance relating to the care and education of children looked after by their local authority with particular emphasis on Safeguarding children and Child protection duties and responsibilities.
- 1.6. Liaise in a professional manner at all times with clients, colleagues, and agencies working for and associated with The Lioncare Group.
- 1.7. Promote effective working relationships and positive links with clients, colleagues, and agencies working for and associated with The Lioncare Group and the wider Community.
- 1.8. Undertake delegated tasks and instructions from Line Managers and others with relevant authority, to a level of competence expected from the grade of the post.
- 1.9. Attend meetings and supervision as appropriate and necessary.
- 1.10. Exercise responsibilities under the Health and Safety at Work Act.
- 1.11. Implement & develop the Organisation's policy and practice of Equality and Diversity.
- 1.12. Undertake training as required and necessary.
- 1.13. Adopt a flexible approach to working times in line with the particular demands of the Home and organisation, including assisting in an emergency.
- 1.14. Carry out other tasks as required and in accordance with the competence of the position.

Section 2) Specific Duties & Responsibilities: In accordance with the stated aims and practice approach of The Lioncare Group, the specific duties & responsibilities of Admin Assistant include:

- 2.1. Receive and deal with visitors to the Home in a professional and courteous manner including ensuring they sign the visitors book and are made aware of the emergency fire evacuation procedures and plan
- 2.2. Use I.C.T. Systems including E-mail, Word, Excel and Google Drive to produce and manage documents and records
- 2.3. Receive and respond to general enquiries
- 2.4. Take a pro-active role in helping the Home to function as a facilitating environment, including good organisation of workspaces and supporting health and safety and risk assessment procedures
- 2.5. Manage and record incoming and outgoing mail (including E-mail) appropriately and respond to correspondence accordingly
- 2.6. Ensure effective workflow through prioritising workload
- 2.7. Order and manage stationery, resource, and supplies as directed by the Registered Manager
- 2.8. Develop and maintain effective and professional working relationships with colleagues and children
- 2.9. Answer telephone calls in a professional manner, monitor, screen, and keep a record of telephone calls including messages
- 2.10. Manage retention of records and information in an accurate and efficient manner
- 2.11. Accurate minute-taking at meetings that may include confidential material
- 2.12. Monitor the Homes petty cash system, and assist the Registered Manager where appropriate in the management of the system
- 2.13. Compilation of visual data relating to routine outcome measures of the Home
- 2.14. Addressing and sorting of problems with utilities and I.C.T.
- 2.15. Maintain effective and appropriate liaison with the administrators at Lioncare, The Lioncare School, and colleagues working in the Finance Department.
- 2.16. Processing the Registered Manager and Deputy Manager's business charge card receipts and ensuring these are saved in electronic format to the respective folder on the GDrive
- 2.17. Monitoring the supervision and performance review schedules in the home and alerting the Register Manager without delay of any shortfalls in these
- 2.18. Assisting with effective planning and administration of training for all those working in the home.
- 2.19. Ordering of stationery in the home.
- 2.20. Responsibility for the online ordering of food and provision for the home and keeping accurate records of this.

Selection Specification: The criteria below indicate qualities needed to do the job well. Candidates will be selected according to the extent to which they satisfy these criteria. Evidence of potential will also be considered. Most of the criteria must normally be met in order to qualify for selection.

Essential Criteria

Knowledge and Experience

- ✓ A reasonable standard of education and general knowledge.
- ✓ Awareness of the importance of Safeguarding children and young people.
- ✓ A reasonable level of competency in ITC skills including Word, Excel, Email/Internet, and able to operate basic ITC appliances including telephone system, fax machines, scanners, and photocopiers
- ✓ Experience of working in a staff team and under a Manager.
- ✓ Understanding the importance of confidentiality, privacy, dignity and discretion.
- ✓ Experience or appreciation of the sometimes challenging nature of the work of the Home.
- ✓ Understanding of the importance of practicing equality & diversity and confronting discrimination.
- ✓ Understanding of the requirements of OFSTED and other regulatory bodies.

Skills and Abilities

- ✓ Ability to be assertive yet supportive, and have good interpersonal skills.
- ✓ Ability to work and function as part of a team itself forming part of a larger organisation.
- ✓ Good written & oral communication skills including legible hand-writing.
- ✓ Able to record accurately, objectively, and with clarity and produce a professional product.
- ✓ Polite and respectful telephone manner including ability to actively listen to what the caller is saying
- ✓ Good organisational skills and ability to effectively prioritise self and workload within agreed timescales.
- ✓ Ability to work in a dynamic and sometimes challenging environment.
- ✓ Ability to receive formal supervision.
- ✓ Ability to accept and carry out instruction from others
- ✓ Ability to use own initiative when appropriate
- ✓ Ability to take up personal authority and responsibility.
- ✓ Able to work under pressure.
- ✓ Ability to relate to and communicate with difficult to reach and challenging children and young people.

Personal Qualities

- ✓ Honesty
- ✓ Openness
- ✓ Integrity
- ✓ Organised
- ✓ Confidence
- ✓ A stable & balanced personality able to work under pressure
- ✓ Robust and resilient
- ✓ Capable of both thinking and doing
- ✓ Belief in the value of helping difficult to reach children
- ✓ Commitment to training and self-development

Desired Criteria

- ✓ Previous experience of working within an office environment or administrative role.
- ✓ Understanding of cost awareness and efficiency.
- ✓ Willingness to work flexibly if / when necessary.
- ✓ Self-aware, confident, motivated, sense of humour, creativity, conscientious work-ethic.
- ✓ Full clean driving licence

Statement of Variation

This job description sets out the details of the post at the time it was drawn up. These details may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variation is a common occurrence and cannot itself justify reconsideration of the grading of the post.