**Job Description**

**POST: Support Line Contract Coordinator**

**DIVISION: Children and Family Services**

**RESPONSIBLE TO: Service Manager/AD**

**Hours: 35**

**Salary: £30,002 - £35,076**

**Children First - Vision and Values**

Children First is Scotland’s national children’s charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

• With love, we put children first.

• With purpose, we transform children’s lives together.

• With strength, we do whatever it takes to protect Scotland’s children.

## Role Summary

* To contribute to and have oversight of the day-to-day management of the administrative support function of Children First Support line
* To lead and supervise the reporting process; ensuring that the process runs efficiently, effectively and timeously while meeting agreed service standards.
* Ensure administrative processes in place to support service delivery in line with the Service requirements.
* To provide confidential, high quality secretarial and administrative support, to the Assistant Directors in all aspects of their work regionally and organisationally. The post holder will be required to work effectively as part of a wider admin support team of Admin Support Managers/Executive Assistants to provide continuity and consistent support for one another and Senior Managers.

## Key Results Areas

**Provision of Admin Support**

To develop, review and maintain administrative processes, systems and desk instructions to support key service delivery functions, as agreed with Service Managers. Key function areas include the management of records within Dynamics Advice pro and in supporting the use of our Call Handling system.

Work alongside other team members and external stakeholders as appropriate to develop and improve service delivery including the management of sensitive information within the service and partners.

Acts as a first point of contact for Assistant Directors and communicate effectively on behalf of Assistant Directors and the region.

Provide a comprehensive high quality secretarial and diary management function for Assistant Directors including but not restricted to:

* Ensure effective diary management and organisation/co-ordination of Meetings / activities i.e., all supporting information/materials prepared and associated arrangements have been made (e.g., room bookings).
* Effective minute taking at a range of meetings
* Ensure all incoming communication are dealt with appropriately; draft letters and replies taking action where possible; assess priorities/urgencies for the attention of Assistant Directors, delegate to appropriate staff if applicable and keep the relevant Assistant Director informed of progress.
* Maintain and develop confidential and electronic/paper recording and filing systems.
* Keeps self-informed about the work and activities of Assistant Directors, services and the organisation, proactively seeking information.

Manage process for the creation of Initial Activities, Support Line Connections and their links to planned connections

Provide information, analysis and reports to managers and stakeholders to identify Trends and key data across all aspects of the Service.

**Finance**

* Maintain day-to-day oversight of the service budget, including undertaking variance monitoring and reporting.
* To undertake office financial administration in accordance with Children 1st Finance systems: i.e. maintaining petty cash and local bank account; ordering office supplies and processing supplier payments; correct coding of expenditure.
* To support the Service Managers to ensure expenditure is in line with approved budgets and assist with the preparation of monthly variance reports.
* To assist Service Managers and Assistant Director in the monitoring of spend against budgets.

**Statistics and Reporting**

* Alongside Service Managers and others as appropriate, develop and maintain databases to collate evidence of contract delivery and performance.
* Lead on the coordination and timely production of relevant statistical and other data for reports and meetings to comply with the reporting requirements of the service contract for a variety of internal and external audiences.
* Implement a system of monthly checks to ensure that the data entry meets the necessary requires to support the reporting tasks.
* Research, requests, and collates data/information and responses on behalf of Assistant Directors and region e.g., reporting, business planning activities, funding applications.
* To support in the writing of funding reports and applications, both internal validation reports and those interim and year end reports required to meet our obligations to funding partners.

**Training, Recruitment and Training Admin support**

* Alongside Service Managers and others as appropriate oversee the planning; development; delivery and review the admin processes, systems required to support recruitment; appointment and training of volunteers.

**Relationships with others**

* Ensure the values and principles of Children First are met and role modelled.
* Make constructive use of the Children First appraisal and supervision process including undertaking mandatory and relevant internal courses as required.
* Support the functioning of our support line work by maintaining an effective rota system for Support Line Coordinators and volunteers.
* Provide direct support to the Support line Service Managers.
* Support workers in their use of the Call Handling system, Advice Pro, Dynamics and Microsoft Shifts.
* To maintain the office diary and organise appointments and meetings.
* The communication of a range of information to appropriate recipients.
* Improving and maintaining office systems.
* Provides and/or co-ordinates administrative support and relief cover for other Admin Support Managers/Executive Assistants as required to ensure continuity of support for Children and Family Services senior management.
* Provides general support and co-ordinates regional administration processes such as invoice processing and budget monitoring, petty cash, recording and monitoring systems, reception cover, recruitment, events etc.
* Manages allocated administrative staff and volunteers, where applicable, providing supervision, support and advice as necessary.

## ADDITIONAL DUTIES

Any additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be appropriate and compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

## ADDITIONAL RESPONSIBILITIES

* To be committed and adhere to Children First vision, mission, and values.
* To comply with Children First Child Protection and Adult Protection policies and procedures and with National Guidance.
* To comply with Children First code of conduct (All Children First staff) and Codes of Practice for Social Service Workers and Employers (specific to Children and Family Services Divisional staff).
* To actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
* To actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
* To observe all health and safety requirements.
* To work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices.
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## Person Specification

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| Need to Have (*Qualifications and Experience*) | Need to Show (*Skills*) | Need to Know  | Need to Be  |
| * SVQ Level 3 in admin/ business/ management or related or significant proven administrative or management experience
* Substantial experience in a similar role
* Working within a busy and, at times, high pressurised environment
* Office or facilities management
* Electronic and paper-based records/file management experience
* Team working whilst maintaining confidentiality
* Supervisory/ people management
* Workplan management; prioritising tasks and working to deadlines
* Experience of databases and data entry and accuracy checking
* Developing and maintaining Excel spreadsheets
* Analysing, interpreting and reporting on complex data
* Experience working with figures – e.g. finance, budgeting and reporting
* Electronic and paper-based records/file management experience
 | * Excellent administration, IT & communication skills
* Excellent written and verbal reporting skills
* Well developed planning and organisational skills
* Ability to prioritise tasks and work to tight deadlines
* Well developed planning; organisational & prioritising skills
* Methodical and demonstrating attention to detail and accuracy
* Analytical skills
* Ability to use initiative and problem solve and transfer knowledge between tasks
* Ability to adopt a flexible approach in response to new challenges or pressure
* Ability to work with minimal direction; using sound judgement and strong decision making skills
* Proven ability to maintain confidentiality and discretion
* Developed customer care skills
* Inter-agency liaison and communication
* A ‘can do’ attitude
* Strong team player and resilient.
 | * General office systems
* Advanced level IT skills (full Microsoft Office Suite - Word, Excel, PowerPoint etc., Email, Internet)
 | * Flexible in approach to work
* Committed to and understand the principles of working with volunteers.
* Able and willing to travel as required to services and offices across the region.
* Committed to Children First approach and the relational nature of our work.
* Confident and able to form effective and credible relationships with all levels of staff
* Aware of personal responsibility in relation to health and safety.
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