Job Description

**Post: Admin Support Manager Responsible to: Assistant Director Division: Children and Families**

**Hours: 35 hours per week**

**Salary: £24,250 - £29,000 per annum**

# **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.

# **Equity, Diversity and Inclusion**

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

# **Role Summary**

The core focus of this role will be 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.

This role requires for a commitment to the professional development and support/mentoring of regional administrators and also co-ordinate a contingency admin support structure within their region/throughout the organisation.

# **Key Duties**

* 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.
* Researches, requests, and collates data/information and responses on behalf of Assistant Directors and region e.g., reporting, business planning activities, funding applications.
* 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.
* 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 Assistant Directors and the regions.
* Actively participates and leads as appropriate in regional and organisational administrative development groups (ADG, Administrative Development Group and National Administrative Network).
* Contributes to and supports the development of administrative staff across the region e.g. providing advice and direction, coaching and support, effective recruitment and induction processes local and organisational standards to ensure consistency in delivery across the region.
* Show care in carrying out preparation and tasks to improve the effectiveness of the AD and the organisation which will require attending proactively to reduce pressures and optimise AD capacity. This includes thinking ahead to ensure all support is in place practically, technically and administratively for AD’s, meetings, events, journeys, overnights etc . We are a relational organisation so this can mean attending to the small things that enhance our AD’s effectiveness and present the organisation as high quality

# **The kind of person we are looking for**

* You are committed to and adhere to the Children First vision, and values.
* You comply with the 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).
* You 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.
* You actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Standards and Policy.
* You implement and observe all health and safety requirements.
* You work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices.

**Person Specification**

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| **AREA**  | **ESSENTIAL**  | **DESIRABLE** |
| **Qualifications** | * SVQ3 level in secretarial/admin/business or related i.e. Advanced ECDL, HNC in business studies or significant proven administrative experience
 | * Relevant further education qualification or experience in Administration
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| **Experience**  | * Office or facilities management (for Admin Support Managers based in the West only)
* Electronic and paper-based records/file management experience
* Team working in a corporate environment
 | * Event and planning experience
* Previous experience of planning, coordinating and managing all aspects of office relocation
* Substantial experience in a similar role at senior management level
* Supervisory/people management
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| **Skills** | * Well developed planning and organisational skills
* Ability to prioritise tasks and work to tight deadlines
* Strong attention to detail and accuracy
* Minute-taking
* Ability to link between pieces of work/requests and make relevant connections
* Excellent administrative and secretarial skills
* Advanced level IT skills (full Microsoft Office Suite - Word, Excel, PowerPoint etc, Email, Internet)
* Excellent typing and word processing skills
* Excellent communication and interpersonal skills
* Ability to research and analyse information
* Ability to use own initiative with sound judgement and decision-making ability
* Effective team working
 | * Administration policy and process writing skills
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| **Skills** | * Ability to adopt a flexible approach in response to new challenges
* Proven ability to maintain confidentiality and discretion
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| **Other** | * Engaging and respectful manner appropriate Commitment to Children 1st approach and the relational nature of our work.
* Commitment to and understanding of the principles of participation
* Understanding of and commitment to the principles of involving volunteers
* Commitment and promotion of equal opportunities and anti-discriminatory practices at work
* Awareness of personal responsibility in relation to health and safety
* Understanding of the confidential nature of the job
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