

Job Title: Children’s Panel Administrator	Role Profile Number: SBC_10865
Grade: Salary:	Date Prepared: May 2023
Directorate/Group: Enabling	Reporting to: Business Support Team Leader
Structure Chart attached:	No

Job Purpose

The role of panel administrator is necessary to the efficient delivery of Children’s Panels, ensuring that everything necessary is coordinated in advance, runs smoothly on the day, and follow-up actions and reports happen as required. The panel administrator is responsible to provide a complete business support service to the Children’s Panel, in accordance with departmental, corporate and statutory requirements.

Key Accountabilities

- Control of the Children’s panel dates, liaising with other relevant personnel as appropriate to ensure that dates are not over-booked
- Liaison with other personnel as appropriate should panel dates need to be revised for any reason
- To be a key contact with the panel advisor, panel chairperson and other panel members
- To ensure that panel membership meets the quorum necessary to conduct business by ensuring that members are available for agreed dates, and substitutes are available in case of sickness absence etc
- To prepare and circulate panel agendas and all relevant information to panel members at least five working days in advance of the panel meeting.
- To attend and minute panel meetings, and issue formal minutes and actions afterwards
- To maintain up to date information on all panel members, ensuring that any statutory checks are kept current
- To coordinate all room bookings and meeting arrangements, both in advance and on the day, to ensure that rooms are available and the meetings have everything necessary to run smoothly
- To maintain accurate records of attendance and outcomes for each case that is brought to panel, liaising with social work staff and managers to ensure that information is up to date and decisions and outcomes are recorded clearly, accurately and in good time local monitoring systems.
- To coordinate the issuing of approval letters and carer agreements via the agency decision maker

after panel

- To have responsibility for updating the carer's register following approval, review and resignation/de-registration as required
- To assist with ensuring that panel members receive all necessary training to allow them to execute their role well
- To provide reports as necessary in support of the panel process
- To ensure that electronic filing systems are accurate, accessible and kept up-to-date. To produce and disseminate performance and activity statistics within deadlines and to a high degree of accuracy
- To respond effectively to contacts from members of the public, professionals and staff of other agencies and elsewhere in the Authority, dealing sensitively with enquiries or telephone messages, logging calls accurately and alerting social care staff or managers immediately to any issues that require immediate attention.
- Assist with the general administrative support to the team, as directed by the Business Support Team Leader.
- To undertake any other duties deemed commensurate with this post as directed by the line manager

Supplementary Accountabilities

- Ensure the foster panel leaflet is up to date and available for all attendees coming to the Swindon foster panel.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Ability to cope with highly sensitive information; sometimes upsetting, when dealing with client's personal details, this will include telephone calls, typing reports, legal documents and data recording.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Knowledge of the Children's services process.
- Experience of the Children's services software.
- Proven excellent formal minute taking skills.
- At least 3 years' experience of working in an administrative role.
- Excellent organisational skills, able to prioritise effectively.
- Ability to work in a highly confidential manner.
- Experience of handling sensitive information.
- Ability to work collaboratively and flexibly as a member of a small team.
- Ability to provide a high standard of administrative support.

- Good communication and interpersonal skills with professionals and members of the public at all levels.
- Ability to organise and manage own workload, comfortable working flexibly under pressure and with deadlines.
- IT proficient, with competent use of MS Office (Word, Excel & Outlook).
- Experience of organising and supporting complex meetings between large groups, including senior managers, specialist practitioners. staff from other organisations and service users or members of the public.
- Enthusiasm for the objectives of the Children Services Department.
- Commitment to Equal Opportunities Policy.

Qualifications

- Educated to GCSE/A level with a high standard of English grammar and punctuation.

Decision Making

- Work with Corporate Policies, Children Services procedures and team procedures.
- Advice taken from Business Support Team Leader, Team Manager, Assistant Team Manager and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance from Business Support Team Leader. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external service users, particularly with child protection issues, as well as not meeting performance indicators.
- Across all aspects of the position, to make an informed decision based on current legislation e.g. Data Protection Act, on what information can be given to another person either within or outside of Children Services.

Creativity and Innovation

- Due to the nature of the work there are constant procedure changes. This can be as simple as database upgrades, which require changes to be made to everyday actions.
- Problem solving, including with electrical and multimedia equipment, service user enquiries and liaising with other departments.
- There can also be changes within the law, which need to be incorporated into our working practices.
- All these changes need to be documented and distributed throughout the working team.

Job Scope	Budget Holder	No
Number and types of jobs managed • •	Responsibility	.
Typical tasks supervised/allocated to others	Asset Responsibility:	

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

Contacts and Relationships:

Written	Verbal	Internal	External
Clients and family	Clients and family	Own team	Police
Schools	Social workers	Other Fieldwork Teams	Court
Health organisations	Co-workers within the Borough	Finance	Outside agencies
Other social services	Foster carers	Transport	Hospitals
Support agencies	Educational establishments	Family Placement Team	Legal agencies
Legal matters	Other teams/depts	Housing	Charitable Trusts
General correspondence relating to clients		Probation services	

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	