



Role Profile

Job Title: Participation Administrator	Role Profile Number: BSN102
Grade: M Salary:	Date Prepared: 07/08/2020
Directorate/Group: Children's Services	Reporting to: Participation Officer and Business Support Team Leader
Structure Chart attached:	

Job Purpose

The role of the Participation Administrator is to develop and support in the participation and engagement of children by continually co-ordinating services under the supervision of the Participation Officer.

This unique and diverse role will assist the Participation Officer in their duties to drive the Children in Care Council (CiCC) forward/re-engage CLA in consultation/representation and at the Corporate Parenting Board/ analysing CLA views and informing the overall service with data and outcomes to establish the highest Ofsted rating for SBC in Participation.

The role of administrator is necessary to the efficient delivery of the diversity of the Participation Officer role.

Key Accountabilities

- Co-ordination and booking of events, including the Children in Care Awards, CiCC meetings, participation groups, Corporate Parenting boards and various social events throughout the calendar year
- Producing high quality newsletters/ leaflets/information/presentations/ training presentations/reports
- Creating new methods of capturing data/outcomes for CLA/impact of service delivery/service provision
- Taking a lead role in Public Relations & Marketing to promote the service/liaise with Communications Team and ensure all publications are in line with SBC policy and directives
- To analyse and create statistical data regarding participation with CLA, parents, carers, stakeholders and produce statistics for dissemination across Children's Services/ Councilors and external agencies
- To create on-line surveys using approved methods/evaluate and gather statistical information
- To develop and maintain systems of communication for CLA, carer's, staff and stakeholders

- To promote good race, ethnic, disability and community relations, including young people from a diverse range of backgrounds
- To contract external services, negotiate contracts/services/sponsors and provisions ensuring 'best value' and maintain budget records
- To devise and maintain complex systems of data analysis and distribute findings
- To ensure and safeguard confidential data and adhere to General Data Protection Regulations and Information Sharing Protocols and legislation
- To research and share national initiatives and developments concerning youth participation, particularly for children in care, and emerging policy and best practice that will have an impact on Children's Services with the Participation Officer
- To liaise with and communicate with other teams and agencies ensuring professional interpersonal skills/telephone manner are displayed
- To communicate directly with CLA, carer's, parents, stakeholders
- To provide the Participation Apprentice with practical support and guidance as well as business support
- To support the quality assurance and provide data and statistical evidence of engagement with CLA through monitoring of feedback/evaluation forms
- To create new administrative systems and communication methods
- To be a key contact for CLA, carers, staff and stakeholders.
- 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 meeting with CLA, liaising with social work staff, carers and managers to ensure that information is up to date and decisions and outcomes are recorded clearly, accurately and in good time on ICS and local monitoring systems.
- To coordinate the dissemination of information to CLA, carers, staff and internal departments
- To have responsibility for updating CiCC register and external I.T systems
- To assist with producing training presentations for young Inspectors, staff interviews
- 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 children, members of the public, regulatory bodies e.g. OFSTED, 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.
- To undertake any other duties deemed commensurate with this post as directed by the line manager

Supplementary Accountabilities

- 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, 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, face to face contact, typing reports 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:

- Substantial experience of working in an administrative role
- Excellent organisational skills and 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
- Excellent communication and interpersonal skills with professionals and members of the public and young people 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, Publisher) and Social care Database, Social Media and other mediums of communication preferred by young people.
- Experience of organising and supporting complex meeting and events
- Enthusiasm for the objectives of the Children Services Department.
- Commitment to Equal Opportunities Policy.

Qualifications

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

Decision Making

- Work with Corporate Policies, Children Services policy and procedures and team procedures.
- Advice taken from the Participation Officer, Business Support Team Leader, Team Manager and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance from line manager. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external service users/providers, particularly with participation 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. General Data Protection Regulations, on what information can be given to another person either within or outside of Children Services informed by the development of knowledge of Children's Rights

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
- To demonstrate creativity and innovation in establishing new and children friendly methods of communication using advanced I.T skills
- Problem solving, including with technology 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.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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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)

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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:	