

Directorate:	Children, Young People and Education
Unit/Section:	Integrated Children's Services East
Grade:	KR5
Responsible to:	Project Lead

Purpose of the Job:

The M-PACT (Moving Parents and Children Together) program will be trialled in Kent from September 2021 until June 2022. This is a group program for children with parents who have or have had substance and alcohol misuse difficulties. This systemic family approach was developed in 2006 and has seen excellent results since it began. An individual with admin support experience is required for two days a week to provide administrative support to the Project Lead, as well as the staff within the unit to assist with the delivery and quality of the day-to-day operational aspects of M-PACT.

Main duties and responsibilities:

- Support the day-to-day clerical and administrative functions of the service, in addition to the monitoring of emails and telephone messages for appropriate team members, the processing of mail etc. and stationery ordering with occasional support to managers with financial and procurement transactions to facilitate the smooth running of the service.
- Work collaboratively with the Project Lead and trained M-PACT practitioners delivering the programme to ensure effective information flow and co-ordination of resources, sharing good practice so that an efficient service is provided for internal and external agencies for example, preparing information, leaflets, advertising, and packs of information for parents.
- The sifting, collating, and responding to referrals and any queries around referrals.
- To aid the Project Lead with the client database/evaluation report and ensure starter and feedback forms are collected and collated.
- Producing certificates for families at the end of programmes and arranging any follow up meetings.
- Support the Project Lead with a range of HR processes including sickness absence management, recruitment, and induction to ensure that prescribed practices are followed.
- Support the Project Lead with the chair planning meeting, electronically dispatching the relevant documents in advance of the meeting, and fully maximising the use of IT equipment to record as and when required to do so.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Educated to GCSE level or equivalent or Level 2 Diploma in Business Administration or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Office administration experience • Minute Taking experience
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Literacy and numeracy skills • Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions • Interpersonal, organisational and administrative skills • Ability to develop and maintain effective computerised and manual filing systems • Ability to organise and prioritise workload to achieve deadlines • Ability to investigate more complex administrative queries and anomalies when required • Ability to take accurate notes and minutes of meetings • Co-ordination skills when arranging meetings and appointments and when required • Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc. • Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of the services provided by Kent Children's Social Services and detailed knowledge of services provided by the team • Knowledge of the Records Management Policy and an awareness of the freedom of information protocols and policy. • Understanding of basic financial and procurement processes • Awareness of Data Protection and confidentiality issues • Staff to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge

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| | <ul style="list-style-type: none">• We are all responsible for the difference we make |
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