

**JOB DESCRIPTION**

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| Job Title  **Family Administrator** | |  | | |
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| Department  **Family Work** | Team | | | |
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| Reports to (Job Title)  **Family Work Programme Co-ordinator** | | | |  |
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| Responsible for (number of supervisees) 0 | Job Grade | | | |
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| Location  **Edinburgh House** | Contract Type  Full-time | | | |
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**Purpose of the Job**

The Family Administrator provides high-level administrative support to enable the successful delivery of Family Work programmes and, as a first point of contact for both internal and external visitors, the Family Administrator needs to ensure that a positive image of the department is portrayed at all times.

**Duties and Responsibilities**:

1. To ensure that the Family Work Centre offers a safe, well-resourced and family-friendly environment where children, young people and families feel comfortable.
2. To support the team with administrative duties including receiving referrals and supporting the allocation of cases to team members and preparing materials and documents to allow for the successful delivery of services to families.
3. To serve as the primary point of contact, both internally and externally, for the Family Work Team. Proactively and promptly review and track incoming enquiries and correspondence and promote a positive, professional impression of the department and organisation.
4. Proactively respond to requests to collect relevant statistical information and support the completion of monitoring returns.
5. To work collaboratively with colleagues to understand the current status of work being undertaken with families. Ensure families receive a consistently high-quality service by maintaining a keen interest in progress being made.
6. Ensure up-to-date knowledge of departmental compliance so that standards are maintained.
7. Ensure that the office environment always has a high standard of presentation.
8. Ensure family feedback (complaints, compliments and suggestions) are redirected in line with organisational policy.
9. To be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
10. Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
11. Undertake such other duties as may reasonably be required.

**Additional Requirements:**

* Own transport required
* Motivation and resilience to succeed in challenging situations
* Local knowledge of support and development agencies within the project area
* Health and safety is a key aspect of all jobs and it is vital that everyone takes responsibility for promoting the health, safety and security of themselves, clients and colleagues.
* To attend appropriate training and development events
* To attend team meetings and work as part of the Family Work Team
* To attend and prepare for supervision sessions
* To ensure all work is completed to meet all deadlines
* All staff are expected to demonstrate YMCA behaviours and values
* Staff are required to effectively contribute to their Personal Growth and Development Plan.

**Person Specification**

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|  |  | Essential | Desirable |
| NVQ Level 3/Diploma in Business and Administration or relevant experience |  | ✓ |  |
| Highly organised |  | ✓ |  |
| Capable of managing a challenging workload on a daily basis |  | ✓ |  |
| A problem solver and capable of dealing with several pressing issues |  | ✓ |  |
| Good IT skills including Microsoft Office applications |  | ✓ |  |
| Good communication skills and ability to deal with customers/professionals and stakeholders |  | ✓ |  |
| The ability to work unsupervised |  | ✓ |  |
| Ability to maintain confidentiality and discretion at all times |  | ✓ |  |
| Ability to work collectively with other staff |  | ✓ |  |
| An interest in developing skills and knowledge associated with department functions. |  |  | ✓ |
| A knowledge of the voluntary sector |  |  | ✓ |
| An interest in Family Work |  |  | ✓ |
| The ability to drive/own vehicle |  | ✓ |  |
| Willingness to work flexible hours, including Saturday |  | ✓ |  |