



JOB DESCRIPTION

Job Title:	Service Administrator
Department:	Children's Services
Section:	Children's Services
Reports to:	Children's Services Manager (CSM) or other identified manager

Line Manager and Budgetary Responsibilities:

Direct reports: Supervision of staff if required e.g. admin assistant time and there may also be responsibility for supervising volunteers who are assisting with administrative tasks.

Indirect reports: N/A

Budget managed: N/A

Job Purpose:

To be responsible for ensuring the administrative support to a service or group of services is provided in an efficient and effective manner.

Main Tasks and Responsibilities:

Premises and facilities management

- Provide and/or supervise the provision of an effective, service user friendly reception service.
- Provide and/or supervise the provision of efficient office systems, e.g. opening and distributing post, message taking, room booking and staff movement systems.
- In agreement with the appropriate manager, and in accordance with Barnardo's policies and procedures, ensure the service is equipped with the necessary furniture, equipment and supplies.
- Liaise with staff from Property and Facilities Management (PFM) or external landlords as appropriate to ensure premises and vehicles used by the service are fit for purpose and well maintained.
- Ensure that systems are in place and working effectively to maintain appropriate standards of cleanliness and food hygiene within the premises used by the service.
- Undertake tasks delegated from the appropriate manager to ensure the premises and vehicles used by the service are secure and that systems to maintain security and safety are operating effectively. (This may involve key holder responsibilities.)
- As delegated by the appropriate manager, undertake or supervise health and safety and fire safety responsibilities



Financial Administration

Preparing financial information

- Assist with budget preparation.
- Monitor income and expenditure against original budget and revised forecasts.
- Prepare audit information and reports as required.

Dealing with income

- Complete or supervise the completion of appropriate invoice paperwork.
- Ensure income is recorded and receipted according to Barnardo's policies and procedures by undertaking the tasks directly or supervising others to do so.
- Ensure income is banked in a timely, safe and secure way.

Dealing with expenditure

- Manage the Imprest account to support effective and timely service delivery.
- Ensure invoices are coded according to Barnardo's requirements by undertaking the tasks directly or supervising others to do so.
- Maintain the required documentation regarding invoicing and commitments.
- Ensure staff and volunteer expenses are paid in a timely manner according to Barnardo's policies and procedures by undertaking the tasks directly or supervising others to do so.
- As delegated by the appropriate manager, undertake journal transfers.

Checking income and expenditure

- Undertake required checking processes including payroll reconciliation in a timely manner at the agreed frequency.

Payments to Carers and/or service users (if applicable)

- Ensure that systems to make required regular payments to carers and/or service users are in place and implemented efficiently in line with Barnardo's UK policies and local procedures.

Service user records' administration

In accordance with Barnardo's UK policies and local procedures:

- Undertake or supervise the administration of service users' referrals from external agencies.
- Undertake or supervise the administration of maintaining service user records.
- As required, assist in supporting access to records by service users and information sharing to external agencies.



Production of management information

HR Information

- In accordance with Barnardo's policies and procedures, ensure appropriate authorisation and enter staff employment information, e.g. leave, sickness and absence, on the required system (or supervise others to do these tasks).

Financial Information

- Produce reports on financial information for internal and external audiences as required.

Service user Information

- Produce reports aggregated from service user records for internal and external audiences as required.

Other

- Ensure the service's key documentation and information systems are set up and maintained according to Barnardo's UK policies and local procedures.

Support and provision of secretarial/administrative services

- Carry out directly and/or supervise the provision of all secretarial/administrative duties as required to support the delivery of the service.

Staff Management

In accordance with Barnardo's policies and procedures:

- When required, recruit, induct and supervise administrative assistants and/or domestic staff.
- Support the induction and training of all service staff in matters connected to the administration of the service, including the use of IT systems.

Other Duties



Undertake any other duties as required by line management to support effective frontline delivery of service.

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the Department Programme. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

Pre-employment checks will be required for the role.



PERSON SPECIFICATION

All criteria are essential unless indicated as desirable (D).

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Please note: Applicants must demonstrate in their application form that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

Education/Knowledge

- Well-developed numeracy and literacy skills at a level which will enable post holder to perform moderately difficult calculations and produce reports.

Experience

- Proven substantial office experience.
- Proven substantial experience of using IT packages including word processing, spread sheets, databases, Windows applications.
- Experience of operating financial systems including petty cash, budget monitoring and control.
- Experience of premises/facilities management.
- Experience of dealing with members of the public and other agencies.

Skills/Abilities

- Numerate, accurate, methodical and analytical.
- Able to manage the workload appropriately, demonstrating efficiency and reliability, including meeting deadlines.
- Able to manage the office, service and staff in a confidential, innovative, adaptive and consistent manner.
- Capable of working in partnership with all staff, but particularly the Children's Services Manager, demonstrating positive team working.
- Able to work independently without direct supervision, demonstrating initiative when required.
- Able to delegate work effectively if applicable.
- Flexible and adaptable (particularly in relation to working hours and location)

Circumstances

- Flexibility in working hours and location, as per contract of employment.



Barnardo’s Basis and Values, and Equality, Diversity & Inclusion (EDI) Code of Conduct

Actively demonstrate Barnardo's Basis and Values and EDI Code of Conduct in all areas of work:

- Respecting the unique worth of every person
- Encouraging people to fulfil their potential
- Working with hope
- Exercising responsible stewardship

Leadership and Management Behaviours

Act as a role model for the Barnardo's Leadership and Management behaviours:

- Driven to deliver
- Leading and engaging
- Strategic thinking

To be completed by the People Team / Pay and Reward Team

Job Title	Service Administrator
Grade	F (A4)
Job Family	Enabling Services
Job Type	Support
Compensation Region	Rest of UK