

Job Description

Post:	Contract Administration Manager
Responsible to:	Assistant Director, Children First
Division:	Children and Family Services
Hours:	Up to 28 hours per week (hours negotiable)
Salary:	£25,155 - £30,083

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Equity, Diversity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

Role Summary

Acts as a first point of contact for senior management across the North Region, communicating effectively on their behalf and supporting the coordination of regional activity.

The core focus of this role is to provide confidential, high-quality administrative leadership, coordination and operational support to the Fit Like Family Wellbeing Service and the wider North Region senior management team, ensuring the effective running of regional business and service delivery

The post holder will work collaboratively as part of a wider administrative support team to ensure continuity, consistency, and flexible support across services and leadership functions, responding to changing priorities and business needs as required.

Provide a comprehensive high quality secretarial and diary management function including but not restricted to:

- Ensure effective diary management and organisation/co-ordination of Meetings / activities i.e., all supporting information/materials prepared and associated arrangements have been made (e.g., room bookings).
- Effective minute taking at a range of meetings
- Ensure all incoming communications are dealt with appropriately; draft letters and replies taking action where possible; assess priorities/urgencies for the attention of Senior Management, delegate to appropriate staff if applicable and keep the relevant Assistant Director informed of progress.
- Maintain and develop confidential and electronic/paper recording and filing systems.
- Researches, requests, and collates data/information and responses on behalf of Assistant Directors and region e.g., reporting, business planning activities, funding applications.
- Provides and/or co-ordinates administrative support and relief cover for other Admin Support Managers/Executive Assistants as required to ensure continuity of support for Children and Family Services senior management.
- Provides general support and co-ordinates regional administration processes such as invoice processing and budget monitoring, petty cash, recording and monitoring systems, reception cover, recruitment, events etc.
- Show care in carrying out preparation and tasks to improve the effectiveness of the senior management and the organisation which will require attending proactively to reduce pressures and optimise management capacity. This includes thinking ahead to ensure all support is in place practically, technically and administratively for meetings, events, journeys, overnights etc .
- To contribute to and have oversight of the day-to-day management of the administrative support function of the Fit Like Family Wellbeing Service.

- To coordinate and provide administrative function for the screening, allocation of initial conversations, Request For Assistance reporting process ensuring all requests are captured, allocated efficiently, effectively and timeously while meeting agreed service standards.
- To lead and supervise the process for payment of Fit Like budget, oversight of family funding requests, management of petty cash payments to staff ensuring these are accurate and within agreed timescales.
- Ensure administrative processes in place to support service delivery within Fit Like Family Wellbeing Service, ensuring responsiveness to families regarding outcomes of Request For Assistance processes.
- Multiagency communication prioritised to ensure that all stakeholders receive timeous updates regarding Request For Assistance.
- Daily oversight of the Fit Like Family Wellbeing duty inbox, allocating duty tasks appropriately to multiagency partners.
- Lead on coordination of Fit Like hub spaces with health and safety responsibility, ensuring that places are safe, comfortable and inviting environments for children and families.
- Support provision of resources to Fit Like Family Wellbeing team.

Key Results Areas

Provision of Admin Support

- Coordinate admin support to ensure operational delivery. Work closely with other locality administration staff to develop and manage an admin support workplan and liaise with wider team and organisation as required.
- Develop and deliver advice and operational guidance to administrative team members to ensure that all processes work to best practice and service standards.
- Work alongside other team members and external stakeholders as appropriate to develop and improve service delivery including the management of sensitive information within the service and between multiagency partners.

Fit Like, Family Wellbeing Allocations

- Manage process for allocation of lead agency from Fit Like to families.
- Operate, develop and proactively review internal allocation alongside service manager and team leads which allows management of family wellbeing team resource in Aberdeen
- Ensure processes and procedures in place to keep child at centre of all decision making and communication of these decisions.
- Provide information, analysis and reports to service manager and team leads from Microsoft Dynamics, to support contract obligations, service planning and development.
- Provide administrative support to Fit Like Leadership team.

Finance

- Maintain day-to-day oversight of the service budget, including supporting variance monitoring and reporting.
- Lead on day-to-day oversight and management of the processes and administration of Fit Like payments and petty cash within the team.
- Oversee the process required to ensure accurate invoicing, tracking of expenditure and associated reporting.

Statistics and Reporting

- Alongside Service Managers and others as appropriate, develop and maintain databases to collate evidence of contract delivery and performance.
- Lead on the coordination of relevant data for reports and meetings to comply with the reporting requirements of the service contract for a variety of internal and external audiences.
- Oversee and maintain the process and system developed to keep the Fit Like database up to date.

Relationships with others

- Provide a central point of contact for Fit Like partners, Children First staff and volunteers with regards to the work of the Sathe whole family wellbeing service.
- Manage positive relationships with multiagency partners and key stakeholders.
- Ensure the values and principles of Children First are met and role modelled.

Person Specification

AREA	ESSENTIAL	DESIRABLE
Qualifications	SVQ Level 3 in admin/ business/ management or related Or significant proven administrative or management experience	
Experience	Substantial experience in a similar role Experience of the Children's Hearings System Working within a busy and, at times, high pressurised environment Supervisory/ people management Workplan management; prioritising tasks and working to deadlines Experience of databases and data entry and accuracy checking Developing and maintaining Excel spreadsheets Analysing, interpreting and reporting on complex data Experience working with figures – e.g. finance, budgeting and reporting Electronic and paper-based records/file management experience Operating in a confidential and discreet environment Event and planning experience	Database development Project management / coordination Experience working within an organisation which supports children and young people
Knowledge	Up to date knowledge of Children's Hearings System General office systems Advanced level IT skills (full Microsoft Office Suite - Word, Excel, PowerPoint etc., Email, Internet)	
Skills	A child-centred approach Excellent administration, IT & communication skills Excellent written and verbal reporting skills Well-developed planning; organisational & prioritising skills Methodical and demonstrating attention to detail and accuracy Analytical skills Ability to use initiative and problem solve and transfer knowledge between tasks Ability to adopt a flexible approach in response to new challenges or pressure Ability to work with minimal direction; using sound judgement and strong decision-making skills	Able to evidence knowledge relevant to working with children and young people.

	Proven ability to maintain confidentiality and discretion Developed customer care skills Inter-agency liaison and communication A 'can do' attitude Strong team player and resilient.	
Other	Commitment to Children First vision and values Commitment to and understanding of the principles of participation Understanding of and commitment to the principles of involving volunteers Commitment and promotion of equal opportunities and anti-discriminatory practices at work Awareness of personal responsibility in relation to health and safety Ability to work flexible hours.	