

Branch Co-ordinator

Aim of post

1. To provide effective and consistently reliable, administrative support to the Link Workers, Regional Manager and other staff.
2. To meet and greet foster parents and other guests, ensuring they experience a warm and professional welcome.
3. To provide a professional service to any foster parent, child, social worker or other person who contacts the office.
4. To ensure that all administrative processes are completed to agreed timescales.
5. Auditing of files.

Responsibilities

1. Fielding telephone calls and messages with politeness and efficiency.
2. Maintain filing systems.
3. Completing all administrative tasks as directed by Regional Manager or Senior Branch Co-ordinator.
4. Oversee catering requirements, booking with external providers or purchasing supplies, for internal provision, exercising effective cost control to minimise waste.
5. Typing of reports and correspondence.
6. Ensuring the various IT recording systems are updated, in particular to maintain the booking and recording system for the foster parent training programme.
7. Maintaining & keeping general reception area neat & tidy.
8. Any other task directed by management.

Safeguarding Children

Safeguarding Children is central to all that By the Bridge does. Although the Branch Co-ordinator role is not primarily one where contact with children is involved there may be occasions, either through seeing situations with a fresh pair of eyes; reading information in a report or by receiving information in any other way that an administrator may have concerns regarding the welfare of a child. (There are occasions for example where specific children may develop a good rapport with an administrator through the child visiting the branch office). In any situation where the Branch Co-ordinator has concerns for a child's well-being they must follow the reporting procedure of By the Bridge. Branch Co-ordinators will be required to undertake mandatory online training within their induction period.

Working Relationships

- Reporting to the Regional Manager.
- Working closely with all other staff and foster parents.

Person Specification

- Organised.
- Self motivated.
- Team player.
- Ability to prioritise.
- Positive attitude.
- Good communication skills (Verbal and written).
- Literate and computer literate.
- Able to maintain confidentiality