

Job Description

Job Title: Branch Administrator

Reporting To: Administration Team Leader

Location: Office based - MIDLANDS

Salary Range: DOE

Role Purpose:

The Branch Administrator is an integral role, primarily responsible for providing daily operational assistance to ensure the efficient and effective running of the branch on a day-to-day basis.

Reporting directly into the Administration Team Leader, you will work closely with Regional Management, Supervising Social Workers and other operational branch and support functions staff.

You will assist with providing a high quality, efficient and timely services to improve the lives of children and young people, ensuring foster parents and visitors are welcomed and supported. The ideal candidate will have experience in working in an office environment, be a strong team player with a can do attitude and ability to use own initiative.

About By the Bridge:

By the Bridge with Cambian is an innovative, dynamic, independent fostering organisation providing high quality Foster Care and services to children and their Foster families.

We aim to create an environment where all people feel valued and can grow, develop and achieve their goals. We work to ensure that By the Bridge with Cambian is an organisation, which thrives on the diversity of its staff, families and children, to ensure that we assist and care for those most vulnerable, and advocate with them, and on their behalf.

Responsibilities

- You will work in conjunction with operational branch staff and support functions to ensure the smooth running of the office.
- General administration of post (sending and receiving), responding appropriately, producing template letters and correspondences.
- Responding to branch telephone enquiries, messages and emails, providing branch advice and guidance.
- Attend team and regional meetings, minute meetings as required
- Maintaining the general up keep of the reception and offices area, ensuring that notice boards are kept up to date.
- Assist with maintaining organised files for procedures and office system.
- Liaising with external support for provision of services i.e. catering, cleaning and maintenance.
- Provide branch support and assistance with planning and arranging events.
- Assist with the gathering of information and data, for regular reporting, compliance updates and adhoc project work.

- Maintain the booking and recording system for the foster parent training programme and following up with Foster Parents, as applicable on any general training query.
- To support Regional Management with any other tasks as directed.

General Responsibilities

- To work in accordance with By the Bridge with Cambian policies and procedures.
- To contribute to the culture of By the Bridge with Cambian.
- To uphold and embody our values at all times, ensuring the protection of children is paramount
- To adhere to responsibilities under data protection, health and safety legislation and policies.
- To demonstrate a positive commitment to equalities and diversity.
- To undertake such other duties as may be reasonably expected or commensurate with your role.

Person Specification

- Good communication skills (verbal and written)
- Previous experience of working within a busy office environment and providing general administration.
- Self motivated with ability to plan, prioritise and organise workload.
- Able to work efficiently to meet and complete agreed timescales.
- Good knowledge of and computer literate and able to use Microsoft Office.
- Team player with positive attitude and can do attitude.
- Able to maintain confidentiality.

Safeguarding Children is central to all that By the Bridge with Cambian does. Although the Branch Coordinator 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 the Branch Coordinator 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 with Cambian. The Branch Coordinator will be required to undertake mandatory online training within their induction period.