

# Job Description

**JOB TITLE:** Administrator  
**PERSON REPORTS TO:** Office Manager and Senior Management Group

## PURPOSE OF THE JOB

To provide high-quality administrative support to the fostering team, ensuring the smooth and efficient operation of the service as a whole including, data entry, communication, and compliance processes within the agency.

## JOB CONTEXT

Family First Fostering is committed to delivering services that are user-focused and sensitive to the individual needs of children, local authorities, and the broader community. All employees are expected to reflect this ethos through a commitment to service excellence, quality, equality, and partnership.

## MAIN DUTIES

- Provide comprehensive administrative support to the social work and Family Finder teams.
- Maintain accurate and up-to-date records and files on relevant systems (e.g., CHARMS).
- Manage internal documentation and ensure the timely completion and filing of statutory forms, reports, and correspondence.
- Assist in the preparation and distribution of fostering panel papers, meeting minutes, and agenda items.
- Input referral, placement, and carer data into relevant systems, ensuring accuracy and confidentiality.
- Support the team to undertake recruitment checks for foster carers, and maintain compliance records (e.g., DBS checks, training records, medical checks, health and safety checks, references, etc).
- Support recruitment checks for staff and prepare / participate in interviews for prospective staff, when required.
- Coordinate diaries, schedule meetings, and manage communications with external agencies.
- Respond to telephone and email enquiries promptly and professionally, directing queries to the appropriate team members.
- Monitor and maintain office supplies, ordering and replenishing as needed.
- Ensure office health and safety protocols are followed, including conducting regular fire alarm tests, organizing fire drills, and contacting maintenance services when required.
- Assist in the creation and formatting of marketing materials, foster carer profiles, and newsletters.
- Prepare reports, maintain spreadsheets, and support audits and inspections.
- Uphold standards of data protection, safeguarding, and confidentiality at all times.

- Assist in the coordination of training sessions.
- Support the planning and delivery of events for foster carers, staff, and children.
- Attend team meetings and contribute to the continuous improvement of administrative processes.
- Participate in relevant training and ongoing professional development.
- Carry out additional duties as reasonably required within the scope of the role (i.e., ensuring that IT systems are working)
- Support quality assurance processes, Ofsted inspections, and ensure adherence to fostering regulations.
- Support with transport arrangements, including pick-ups and drop-offs for looked-after children between placements and institutions such as the Home Office.
- Welcome and monitor visitors to the office, ensuring the visitor log is kept up to date and accurate.
- Actively engage in regular supervision sessions.
- Participate in an annual appraisal
- Work collaboratively as part of the team to support the development and continuous improvement of the service.
- Undertake other duties as may reasonably be assigned, commensurate with the level of responsibility.

*This job description forms part of your main Terms and Conditions of Employment. This job description reflects the main responsibilities of the role. Duties may evolve in response to organisational needs and will be reviewed in consultation with the post holder.*

## Person specification

**Job Designation:** Administrator  
**Reports to:** Office Manager and Senior Management Group

ESSENTIAL  
 DESIRABLE  
 E

METHOD  
 ASSESSMENT

OF

EDUCATION/ QUALIFICATION		
GCSEs or equivalent in English and Maths (Grade C/4 or above).	D	Application Form
Evidence of ongoing professional development.	E	Application Form
EXPERIENCE & KNOWLEDGE		
Previous experience in an administrative role.	E	Application Form & Interview
Experience in fostering, social care, or education settings.	D	Application Form & Interview
Proficient IT skills, particularly in Microsoft Office and database systems.	E	Application Form & Interview
Experience using social care recording systems (e.g., CHARMS).	D	Interview
Understanding of confidentiality, GDPR, and data protection.	E	Interview

Experience with accurate data entry and document management.	E	Interview
Experience working within a team, and liaising with professionals and stakeholders.	E	Application Form & Interview
Knowledge of fostering regulations and children's social care legislation.	D	Application Form & Interview
Knowledge of roles and responsibilities of key children's agencies.	D	Application Form & Interview
<b>SKILLS &amp; ABILITIES</b>		
Excellent written and verbal communication.	E	Application Form & Interview
Strong organisational and time management skills.	E	Application Form & Interview
Strong attention to detail and ability to work under pressure.	E	Application Form & interview
Ability to delegate and negotiate where necessary.	E	Application Form & interview
Confident in IT systems and databases.	E	Application Form & interview
Adaptability to fast-paced and changeable environments.	E	Application Form & interview
Ability to organise and prioritise own work and balance varying priorities.	E	Interview
Committed to involving children and carers in the agencies work where appropriate.	E	Application Form & interview

Ability to work according to the company's Policies and Procedures.	E	Application Form & Interview
Ability to work as part of a team.	E	Application Form & interview
Ability to work independently and demonstrating initiative whilst working in line with Family First Fostering's Policies and Procedures.	E	Interview
<b>PERSONALITY</b>		
Well presented.	E	Interview
Enthusiastic.	E	Interview
Highly motivated.	E	Interview
Empathetic.	E	Interview
Supportive of others, i.e., carers, staff and management.	E	Interview
<b>OTHER REQUIREMENTS</b>		
To have a flexible approach to working hours, to ensure the needs of the agency and its stakeholders are met.	E	Interview
Able to demonstrate a commitment to equal opportunities principles and practice.	E	Application Form & Interview
Satisfactory Enhanced Disclosure Barring System (DBS) Checks.	E	Application Form & Interview
Satisfactory References.	E	Application Form & Interview
Right to work in the UK	E	Application Form & Interview