

Job Title: Business Support Administrator

Reporting To: Business Support Manager

Location:

Salary Range:

Role Purpose:

To provide efficient and effective support to the Central Services Team.

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

Manage the AH2 Medicals process for all BTB Foster Parents.

- Print out and mail renewal forms to all Foster Parents. Chase as necessary
- Scan documents and send to Medical Advisor to approve
- Send invoices to Finance for payment
- Update Charms with completed documentation once returned from Medical Advisor
- Communicate updated medical information to relevant SSW and Regional Manager
- Save forms to relevant folder on W drive and on Charms
- Diarise to send out in line with expiry date (2 years)

Manage the DBS applications for all BtB Foster Parents and their Support Network.

- Send out relevant link to Foster Parents and their Support Network. Chase as necessary.
- Download ID submitted and send to SSW for verification. Chase as required.
- Approve application on portal.
- Complete progress item on Charms once complete and save certificate.
- Diarise to send out in line with expiry date (3 years)

Add new families to internal systems.

Manage Foster Parents De-registrations.

- Send letter out to family acknowledging resignation
- Send email to new agency (if family are transferring)
- Inform the Local Authority of the de-registration
- Remove family from internal systems and subscriptions

Maintain By the Bridge Outlook contact list.

- Add new Foster Parents when they join / remove when de-registered
- Update the SSW contact list groups from the information held in Charms on a monthly basis
- Make amendments to groups as requested

Manage the Foster Parent Reward Scheme

- Run report of all key anniversaries that have been reached and email to Regional Manager for approval
- Liaise with Finance to process payments
- Place order
- Update Charms

Travel

- Book travel arrangements for all staff – this includes hotels, trains and car parking – through preferred suppliers using negotiated rates wherever possible.

External Meetings

- Liaise with meeting organisers to book meeting venues using negotiated rates wherever possible. Liaise with venue re: equipment and catering requirements.

Internal Meetings

- Liaise with members of staff to book internal meeting rooms to ensure rooms are not double booked and log on Central Services Diary. Liaise with meeting host regarding meeting requirements.

Prepare all BtB staff and foster parent ID Cards

Manage the new starter and leavers process

- Once notified that a member of staff is joining, set them up on internal systems, create ID card and send them a welcome email
- Once notified that a member of staff is leaving, remove them from internal systems

Ensure Administration Procedures are kept up to date

Health and Safety Administration

- Carry out the relevant office health & safety checks and update spreadsheet on a weekly basis
- Carry out DSE Assessments for new starters and update on an annual basis.

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.

Working Relationships

- Reporting to the Business Support Manager
- Working closely with all staff, foster families and third party/supplier contacts as required.

Person Specification

Essential

- Excellent verbal communication skills
- Excellent customer service skills
- Excellent IT skills (specifically Microsoft packages)
- Good organisational skills
- Good attention to detail
- Ability to prioritise and manage time effectively
- Ability to maintain confidentiality, and demonstrate tact and discretion
- Ability to work under pressure
- Self-motivated
- Positive “can do” attitude

By the Bridge Ltd may vary your job description from time to time to reflect any development of your role necessary in consequence of regulatory change or operational needs.

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