

## Safeguarding Administrator

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**Department:** Health and Community Services

**Division:** Chief Nurse

**Reports to:** Named Nurse Adult

**JE Reference:** HCS1084

**Grade:** CS06

**JE Date:** 23/2/2022

### Job purpose

To provide comprehensive, effective and confidential office management and administrative service to the Health Safeguarding team and support with the Children and Family Hub MASH process - ensuring that the office operates effectively and efficiently.

### Job specific outcomes

Ensure the effective and efficient operation of the office, by using initiative and forward planning to ensure the office has sufficient resources at all time. This includes equipment and consumables e.g. stationery. Ensure all office equipment is maintained and serviced in line with agreed support contracts e.g. fire alarms, fire safety equipment and door entry system.

Manage administrative processes and workflows, including booking travel and accommodation and managing diaries, in order to ensure the team functions effectively.

To maintain confidentiality of highly sensitive personal information to ensure compliance with data requirements.

Administer meetings, including preparing and distributing agendas; collating, checking and circulating agendas and papers; booking meeting rooms, inviting and monitoring attendees, producing minutes or action notes (sometimes of a technical or highly sensitive nature), and ensuring communications are timely and accurate. This will ensure meetings are productive and efficient, providing value for money in the use of resources and maintaining the team's reputation.

Act as the first point of contact for queries and contacts from staff, dealing with communications in a professional and calm manner and ensuring communications are forwarded to the most appropriate individual or team in a timely manner. In their absence, ensure that accurate messages are passed on. This will involve liaising with people, including children and young people, in emotional and difficult circumstances and a high degree of professionalism and sensitivity is therefore essential. These activities will contribute to the team's responsiveness and so enhance transparency.

Support team with the distribution of Tasking forms, spreadsheet and liaison with Children and Family Hub and partner agencies.

Open and record incoming mail and distribute promptly; record outgoing mail. Type correspondence and reports, proof read and draft letters. Ensure that central information is circulated as appropriate and make telephone calls on behalf of the team. This will include liaising appropriately with Executives, senior managers and external contacts. Establish, manage and maintain relationships with key stakeholders.

Maintain the team's reputation by co-ordinating responses to complaints, comments and questions from interested parties, pressure groups, professional bodies and members of the public. Produce draft responses as directed.

Ensure the team's compliance with corporate policies by managing departmental registers e.g. Information Security Breaches, Health & Safety, Freedom of Information. Maintain the team's public information, altogether enhancing the profile and reputation of Jersey

Organise, input into and monitor databases to ensure accurate recording: undertake analysis and produce reports to provide business with the information it needs to support decision making.

Proactively review relevant systems and processes within own area of work and make recommendations to continuously improve efficiency and performance.

Communicate and share relevant information with stakeholders' as directed by more senior colleagues, to promote collaborative working and to keep stake holders up to date with events, meetings and activities.

Proficient in using computer application's eg, Microsoft office, excel, publisher

Attention to details and ability to record information accurately with minimum supervision

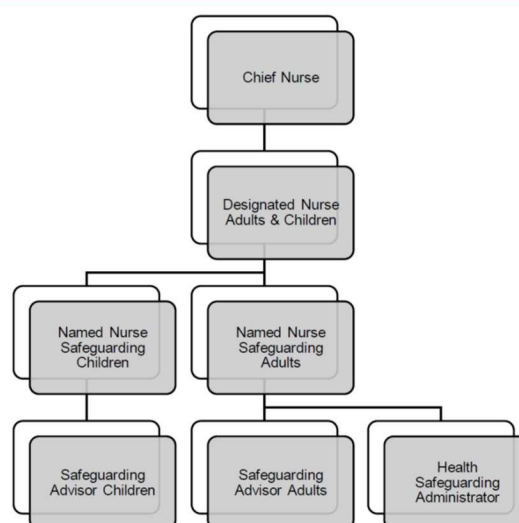
Ability to manage a varied work load and to be able to work to deadlines

This list is not exhaustive and may include other duties from time to time.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time

### Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
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<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to and A level standard or NVQ level 3 in Business Administration or equivalent experience.</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of operating across a number of systems and adjusting to specialist systems</li> <li>• Highly skilled in use of computer systems to enter data and retrieve data</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the importance of partnership working</li> <li>• Knowledge of the States of Jersey corporate policies such as Data Protection, Freedom of Information</li> </ul>
<b>Technical / work based skills</b>	<ul style="list-style-type: none"> <li>• Proficient in using computer application's e.g., Microsoft office, outlook, excel. Publisher, PowerPoint and Microsoft Teams</li> <li>• Highly organised, able to deal with multiple competing priorities and a high workload.</li> <li>• Ability to communicate confidently.</li> <li>• Attention to details and ability to record information and data accurately with minimum supervision</li> <li>• Excellent administration skills.</li> <li>• Evidence of working at pace in a complex multi-stakeholder environment.</li> </ul>	
<b>General skills and attributes</b>	<ul style="list-style-type: none"> <li>• Effective communications skills, excellent interpersonal skills and a high level of sensitivity, communicate with a range of professional groups and all levels of staff.</li> <li>• A high degree of integrity, confidentiality and diplomacy and ability to deal with emotional and difficult information and a high degree of emotional resilience.</li> <li>• Ability to manage own workload within agreed timelines and escalate issues as they arise</li> <li>• Organised and self-motivated</li> <li>• Ability to work with minimal supervision.</li> <li>• Attention to detail</li> </ul>	
<b>Experience</b>	<p>Experienced in administration. Experience of working for senior managers.</p>	<ul style="list-style-type: none"> <li>• Experience of supporting in a business administrative capacity</li> </ul>

	Experience of working with a range of stakeholders.	
<b>Criteria relating to Safeguarding</b>	<ul style="list-style-type: none"> <li>Basic safeguarding knowledge (e.g. awareness of what constitutes abuse and how to raise a concern).</li> </ul>	<ul style="list-style-type: none"> <li>Level1 safeguarding training</li> </ul>

### **Core Accountabilities, Attributes and Behaviour Indicators**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

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