# Job description

**Job Title:** Independent Fostering Agency (IFA) Administrator

**Location:** Independent Fostering Agency, Observatory House, Slough

**Responsible To:** Fostering Practice Manager

**Salary:** £25,741 - £27,640 (including local weighting)

If you’re looking for a challenging yet rewarding role, one where you’ll be supported every step of the way, Slough Children First could be the place for you.

We want all of our children to be Happy, Safe & Loved, Thriving.

We are proudly one of the most ethnically diverse local authorities in England with 64% of the population coming from Global majority backgrounds in 2021. A further 12% of the population were from a white non-British background. We also have one of the youngest populations in the UK where nearly 28% of the population is aged under 18, compared to 21% nationally.

In the past year, we have made significant progress for our looked after children and have had a range strategies approved by cabinet, including: The Participation Strategy – a strategy written in partnership with key stakeholders to improve Slough’s approach to Participation and making sure that all voices can be heard; The Children’s Sufficiency (Placements) Strategy and The Early Help Strategy - a strategy with input from several of our stakeholders which sets out Slough’s vision for early help services.

We are one of the most accessible places to be, nestled on the corner of the M25, M4 and M40, and less than 20 minutes by train to Central London.

To apply for this role, please visit: [Vacancies | Slough Children First](https://sloughchildrenfirst.talosats-careers.com/vacancies?what=&where=&iso=gb&radius=30#vacancies-section-filters)

If you're seeking a role that is both challenging and deeply rewarding, where your efforts will have a profound impact on the lives of children, Slough Children First Independent Fostering Agency could be your ideal workplace. We were rated 'good' by Ofsted during our last inspection, a testament to our commitment to providing the best care for children.

# Purpose

Provide high-quality administrative support to a team so the team can deliver its statutory and legislative duties and requirements.

Promote, deliver, and embrace Slough Children First’s values– Child-focussed,

Honest and respectful, Improving constantly, Looking ahead and Delivering

together – to your team and peers to help deliver our vision of making every child in Slough **Happy, Safe & Loved, Thriving,** and this includes our most vulnerable children and young people.

# Main Accountabilities

* Organises and coordinates effective multi-agency meetings within the team. This includes booking rooms, taking effective minutes, sharing reports and key documents in advance, and ensuring that the meetings are run effectively. All attendees know the location and are made aware of any changes, and minutes are typed up and circulated promptly.
* Arrange appointments for visits on behalf of social workers, team managers and family support workers as requested, including organising travel out of the borough, purchasing tickets in advance to save costs and organising for an interpreter where required.
* Support the team manager/assistant team manager and maintain a duty calendar for the team, dealing with changes to duty as required.
* Scan and upload relevant case file documentation to Charms/ICS and complete notifications and actions relevant to case files, liaising with other agencies as required to address individual case file actions.
* As the first point of contact for the team, taking calls and screening for appropriate action to be taken, answering queries from families open to the team as appropriate.
* Act as a point of contact and liaison for the team with other teams across Slough Children First and with other teams and organisations externally as appropriate.
* Send Foster Carer Annual Review Consultation documents to professionals, carers and children, and obtain their completed consultation forms, and upload them onto Charms/ICS.
* Initiate, follow up and track DBS checks, Health Assessments, Medical checks and various checks and references for fostering/connected persons/Home from Home/SGO applicants, foster carers, connected persons carers and Home from Home carers.
* Support the supervising social workers and senior supervising social worker in maintaining children's and carers' files by uploading relevant documents.
* Process invoices for the team and raise requisitions on Agresso as required.
* Support the team managers by providing and circulating team-level statistics as required.
* Support the team manager to effectively track sickness and absence within the team by assisting with timely recording on Agresso.
* Support panels and meetings as directed by the team manager, type up the minutes and ensure minutes are circulated promptly.
* Keep track of all IT kit for the team. Complete new starter forms for new employees and request work equipment from IT for them.
* Work with the team manager to ensure all new starters receive a local induction as well as a corporate induction.
* Use own initiative to identify actions and activities to support the development of a high-functioning team.
* Represent Slough Children First's values and be part of setting a positive culture within the team and Slough Children First; challenge behaviour when it is not aligned with our values and take appropriate action; support a professional in a respectful and child-focused environment which supports Slough Children First's vision.
* Ensure the safeguarding of children/young people in line with the role and responsibilities.
* Undertake any other duties as commensurate with the level of responsibility of the role. This is as assessed by the management team.
* Attend all mandatory training in line with the requirements of the role as advised by your manager and other training as and when required.
* Adhere to all SCF policies and procedures at all times.
* Ensure own Health & Safety while carrying out the duties and responsibilities of the role and report any issues, accidents or near misses appropriately.
* Adhere to all legislation in terms of practice, policies and procedures for the role including the National Minimum Standards for Fostering.

# Person specification

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| **Education, Training & Experience** | **Essential / Desirable** |
| High level administrative skills including experience of diary management  Knowledge and understanding of the services provided by children’s social care    Knowledge and understanding of legislation, policy and guidance relating to Children and Young People’s service work including Working Together to Safeguard Children 2018 | **E**  **E**  **D** |

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| **General & Specific Knowledge** | **Essential / Desirable** |
| Demonstrable understanding of appropriate verbal communication skills, including the ability to deal with members of the public and staff in a sensitive and professional manner both over the phone and face to face  Ability to handle sensitive and confidential information appropriately  Good information technology skills to include but not limited to: Microsoft Office (Word, Excel, PowerPoint and Outlook), Agresso (or equivalent )and electronic casefile management systems  Can deal with data and analyse it accurately to inform the work of the team and ensure statutory deadlines are met  Flexible, adaptable and able to work using own initiative to ensure both self and others are organised  Ability to prioritise own and work of the team managing conflicting priorities and multiple pieces of work to achieve targets and statutory deadlines  Understanding of what is good customer service looks and feels like to both to colleagues within SCF and externally  Clear understanding of and commitment to equality and diversity  Educated to GCSE or equivalent level with a good  level of numeracy and literacy  Commitment to personal and professional development  Office skills based qualifications such as RSA, Pitmans, NVQ Business Administration Level 3, BTEC or equivalent | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D** |

# Our Values

## Child-focused

Committed to outcomes for children and their families which ensure they are safe, secure and successful; putting the voice of the child at the heart of everything we do and delivering customer driven services, in collaboration with our colleagues and partners; working to improve lives and ensure effective safeguarding; offering the right support needed; working efficiently, so resources can be maximised for our children, young people and families; ensuring clear and appropriate communication.

## Honest and respectful

Being honest and respectful, as part of an inclusive culture where our communication is always professional; where everyone counts and knowledge of families and individuals, including cultural identity, along with their feedback and opinions are respected and recognised; a working environment where disrespectful and unprofessional behaviour is challenged; transparency and accountability in all decision-making.

## Improving constantly

Aspiring to achieve our vision through our everyday work, strong leadership and management; working to develop as an organisation and as individuals; a learning culture which reviews best practice, learns from mistakes and ensures customers have suitable opportunities to feed back and uses all available insight to measure progress and implement change; working flexibly to deliver the best value-for-money services.

## Looking ahead

Moving in the same direction with an ambition to provide excellent services, based on insight and smart working, while keeping the voice of the child at the heart of the organisation; benchmarking, horizon-scanning and anticipating challenges; working to identify opportunities to be cost-effective and future proof our organisation; identifying challenges and working towards solutions.

## Delivering together

Working as one organisation through solid teamwork to deliver the best services for children and young people; taking ownership and responsibility to ensure individuals, teams and the wider organisation delivers on aims; building strong relationships with all our customers to secure the best outcomes to make our children safe, secure and successful; connecting with other teams and partners to enhance services and improve efficiency.

# What our existing team love about Slough Children First

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“This is an exciting place to work. We continue to learn and grow and our accessible senior management team massively helps this process.”

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“It feels like ‘home’ - support, supervision, access to training and career progression are second to none.”

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“I continue to be excited about our improvement plans and working for an organisation where good outcomes for children are our focus.”

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“The innovative changes taking place in Slough are redefining and redesigning the services offered to children and young people.”

# Why we think you’ll love working for us

Slough Children First is an exciting place to be. We’re on a journey to improve services to vulnerable children and their families in Slough and we’re making great progress. We want to be the best and we’re looking for people with the skills, drive, energy and ambition to help us get there!

Here are some of the reasons our existing staff love working here:

* Market supplement of up to £5,600 for frontline social workers, depending on role
* Retention reward of £1,000 after 18 months for frontline social workers
* Relocation packages
* Manageable caseloads
* Clear career pathways
* Excellent training and development opportunities
* Access to the Blue Light card offering discounts at hundreds of high street and online stores
* New social work operating model
* Use of electric pool cars and bikes
* Staff recognition
* Flexible working
* Agile working supported by technology
* Friendly working environment and great colleagues
* Less than 20 minutes by train to Central London
* Terrific central location (close to M4, M40 and M25)

On top of all that, Slough is one of the most diverse places in the country outside of London and a great place to live or work. In fact it’s the best place to live or work according to a survey by Glassdoor. Pleasant environments, above average salaries and a lower cost of living, mean an increased quality of life for employees.

If you’re looking for a new challenge and want to be part of an exciting journey to turn children’s services around in Slough then come and join us.

# Safeguarding

Slough Children First works within the statutory guidance, Working Together to Safeguard Children 2018, and all our policies and procedures can be viewed at:

https://www.proceduresonline.com/berks/slough/index.html

Sometimes we may need to share information and work in partnership with other agencies, when there are concerns about a child’s welfare. We will ensure that our concerns are discussed with parents/carers first, unless we have reason to believe that such a move would be contrary to the child’s welfare.

The GDPR and Data Protection Act 2018 place greater significance on organisations being transparent and accountable in relation to their use of data. All organisations handling personal data need to have comprehensive and proportionate arrangements for collecting, storing, and sharing information.

The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe.

We actively support the Government’s Prevent Agenda to counter radicalism and extremism.