

### Lancaster City Council - Job Description

<b>Job Title:</b>	Administrator (Changing Futures)	<b>Grade:</b>	GG56	<b>Job Code:</b>	LCC500
<b>Job Family:</b>		<b>Job Family Group:</b>		<b>Reports to:</b>	Team Manager (Changing Futures)
<b>Line manages:</b>	N/A				

#### Job Summary

Working to support the Changing Futures programme you will provide wide-ranging administrative and secretarial support including; dealing with enquiries, receiving referrals, managing correspondence, e-mail, database maintenance, organising and administering meetings, coordinating diaries, and liaising with staff, volunteers, and external bodies.

Fulfil data inputting and administrative duties for the programme.

You will work cross-functionally with other Administrators to ensure the smooth running of the service and to manage the day-to-day administration for the project in relation to Health & Safety.

#### Direct Responsibilities

- To manage the single point of contact for professionals and develop and maintain effective and productive relationships with external agencies.
- To manage the service user help line during working hours and ensure updates from out of hours providers are received.
- To communicate Changing Future's vision for the Programme and deliver its mission, corporate strategy and business plans
- Ensure the smooth running of the office by dealing with general enquiries, ensuring that visitors are appropriately greeted, and all shared resources e.g. photocopier, printer are working at all times and stationary levels are maintained.
- Devise, monitor, review and update systems within and between services to ensure that service users' needs are met in an appropriate manner.
- Take responsibility for any other administration and comprehensive record keeping relevant to the post, contributing to monitoring reports as required.
- To develop your own knowledge and practice, attend supervision and team meetings so as to fulfil your role as an effective member of the team.
- Carry out any reasonable and lawful duties and responsibilities as required by the Team Manager or the Partnership Manager.

#### Primary Objectives

- To support the partnership manager/team leader in their day-to-day responsibility for operation of financial systems, petty cash expenditure and payment of invoices.
- Be responsible for the collation of all health and safety and staffing information e.g., holidays, sickness absence, payroll, to enable the provision of monthly data Human Resources to ensure that records of incidents and accidents are maintained, and staff are correctly paid.
- Develop and maintain record keeping systems as required by partnership manager.
- To be responsible for the collation of all information relating to services and service users to enable the provision of regular data activity and outcome reports to funders and stakeholders including CF

## Lancaster City Council - Job Description

Programme Manager, Partnership groups and core services and senior management team as required showing service standards are achieved.

- To promote awareness of the Changing Futures MD Programme with statutory, third sector and private agencies to ensure that they are aware of the navigation service available (and the criteria for the programme) and refer individuals through for assessment.

### Staff Management Responsibilities

No direct management responsibilities. However, you will be required to influence without direct authority to achieve a shared aims, priorities and Council ambitions

### Knowledge & Educational Requirements

#### Specialised Knowledge:

- Experience of diverse work in a fast-paced environment
- Experience of communicating with vulnerable service users, both face-face and over the telephone
- Demonstrable experience of working in an office environment

#### Functional skills, knowledge and abilities:

- Excellent administration skills including IT skills & awareness linked to Windows 2000 driven software
- Ability to work as part of a multi-disciplinary team
- Excellent organisational and time management skills
- Ability to act under own initiative
- Excellent written and oral communication skills
- Ability to prioritise and manage own workload
- Ability to collate data and manage database packages
- Knowledge of work-based Health and Safety issues
- Good analytical skills
- Ability to work within a demanding high-performance environment
- Self-motivated and able to work independently
- Reliable and trustworthy
- Resilience

#### LCC specific knowledge:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

### Other Requirements

The hours of work are 37 hours per week, working Monday to Friday. Where there is a need to work weekends, the normal working week is described as 5 days out of 7 (Monday to Sunday) therefore work on a Saturday or Sunday will be considered as part of the normal working week.

### Additional information

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

## Lancaster City Council - Job Description

### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	