

Role description



Administrator - Bounce Back for Kids

Line manager: BB4K Admin Lead

Direct reports: None

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines, and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

Our work

Bounce Back for Kids (BB4K) is a support programme for children and families affected by domestic abuse. The programme uses therapeutic techniques, aimed at children aged between 3 and 11 years old and their non-abusing parent. It has been developed by Parents And Children Together (PACT) and provides support to families once the abuse has ended and the perpetrator is no longer living in the family home.

The key aims of the BB4K service are:

- To understand the cycle of domestic abuse
- To understand and heal from trauma
- To provide families with the tools to enable them to keep safe
- To validate and empower children and their parent / main carer
- To give parents the opportunity to see domestic abuse through the eyes of their child
- To strengthen positive and healthy attachments between children and their parent / main carer
- To raise children's self-esteem whilst giving them an opportunity to explore and express their feelings through fun, child-focused activities in a safe therapeutic way
- To improve children's school attendance, learning and development

It is our intention to develop the service so that it is responsive to the individual needs of the families and could include groupwork, individual support, play, art, or drama therapy, Zoom workshops, newsletters or private social media groups.

The role

The BB4K Administrator provides essential administrative support for the BB4K team and service provided. This includes database administration, planning and managing the service delivery diary, ordering resources and stock for the service delivery, general administrative duties, responding to initial enquiries, arranging meetings and minute taking.

Key Tasks

1	Ensure that the Lamplight and BB4K databases are maintained to a high level of accuracy and to deadlines including and not limited to: • Input and processing of data including attachments • Ensure that any other information systems are maintained in an accurate and timely way • Create, maintain, and close client records on the database • Contribute to monthly and quarterly reports and produce reports when required • Receive incoming referrals, log onto the system, and follow up on outstanding information as required
2	Plan and administer the BB4K delivery diary and activity programme with the BB4K team, including and not limited to: • Print programmes and send sessions guides • Arrange planning meetings • Invite participants to face to face sessions including after care emails and material sent to all
3	General administrative duties, including and not limited to: • Order resources and stock for the service delivery, • Manage the meeting room diary • Provide written correspondence to school, parents and professionals • Arrange meetings, take minutes, circulate papers when required • Respond to initial queries by phone, email or in person and support communications with new referrals • Archive service user documentation • Provide support to volunteers in the Communities team • Collate forms and completed assessments • Monitor the website and email inbox for BB4K • Attend team meetings • Process invoices received
4	Maintain confidentiality and protect service delivery by keeping information confidential
5	Keep up to date with the wider issues affecting service users, clients and families
6	Maintain detailed database records as required and operate within PACT's policies, procedures, and guidelines
7	Routinely collate and utilise quantitative data from case notes and other records for purposes of monitoring outputs and outcomes, ensuring that the data remains accurate and consistent across data systems and files
8	Compile and provide monthly, quarterly and end of year reports and analyse data entry against targets required for internal and external purposes

Other Duties	
o	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times
o	Undertake any other duties deemed commensurate with this post as directed by the line manager, including provide additional support to the Communities team when required
o	Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
o	Demonstrates a commitment to promoting equality and diversity in the workplace and throughout service delivery.

Person specification

Essential Attributes	
1	Previous experience of providing administrative support in a busy, demanding environment with excellent attention to detail.
2	Delivers excellent customer service and works collaboratively and positively with other colleagues with a flexible approach.
3	Excellent interpersonal skills. Understands and actively listens to others and communicates effectively with others. Fluent in written and spoken English.
4	Is organised and proficient at working to deadlines. Can plan and prioritise efficiently managing conflicting demands; whilst remaining positive and adaptable either working independently or collaboratively within a team.
5	Can collate and record accurate information with ability to extract, examine information and work with data to identify and present key points.
6	Previous experience in contributing to or producing reports.
7	Proficient in use of IT: Microsoft Office and database systems.
8	Commitment to and enthusiasm for the aims of the organisation and uses this to positively and proactively represent and advocate for PACT.
9	Demonstrates empathy with all service users and professionals.

Desirable Attributes	
1	Basic understanding of domestic abuse and the impact on children and families, or previous experience of working within a social care team.

2	Demonstrate resourcefulness and creativity in solving problems, but can work with the parameters of prescribed quality standards.
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Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This post is full time working 37 hours per week, weekdays.

Part time opportunities will also be considered at a minimum of 15 hours per week over at least 2 days.

Working pattern to be agreed within the core service hours of 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

The role is based in our Reading office with hybrid flexible working arrangements to provide for working at home and in the office.

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Basic.

Diversity Commitment

For this post, we particularly encourage applications from those with personal or work experience in the field of domestic abuse who meet the essential requirements for the role.

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.