

## **Job Description**

<b>Job title:</b>	Receptionist/Administrator
<b>Reports to:</b>	Director of Earthsea House
<b>Direct reports:</b>	None
<b>Location:</b>	Earthsea House, Norfolk
<b>Salary:</b>	£17,500 to £22,000 per annum (Pro-rata)
<b>Hours:</b>	20hrs per week (0.53 FTE)

### **Context:**

Childhood First is a charity which enables children and adolescents to recover from severe relational trauma, to enjoy life and to achieve their potential; we do this through the provision of specialist therapeutic residential care, treatment and education, together with family and network support.

We provides care, treatment, special education and family support to a group of up to eleven children aged between five and fourteen years old at Earthsea House.

Our work is grounded in psychodynamic principles. We believe that the difficulties people have are rooted predominantly in their relationships, and we believe that healing also happens within relationships. We expect all our staff to fully engage in training and the support provided to gain understanding of the power of the group dynamic.

### **Job Purpose**

The Receptionist/Administrator will be required to pick up ad hoc tasks and projects as requested by the Director. They will also need to work closely and cooperatively with all staff within Earthsea House and the organisation as a whole and to present a friendly and efficient service at all times.

## **Responsibilities**

### Reception

- To fulfil all requirements of receptionist duties including welcoming visitors and responding professionally to all telephone calls.
- To provide refreshments for visitors and staff meetings as required.

### Administration

- To ensure that all reports and correspondence related to the professional task are completed to the highest professional standard and within the required time frame
- Administration duties associated with the children, including preparing files, daily records and log books
- Provide a full and confidential administrative support to the Senior Management Team, including the typing of correspondence
- Carry out administrative tasks relating to CORC data

### Office Duties

- Manage incoming enquiries (phone, email etc) and visitors
- Managing the offices mailing and associated systems
- Ordering and maintaining stocks and other products for the office as and when required.
- Manage relationships with IT and technical support providers

### Personnel

- To assist in recruitment by arranging interviews and notifying applicants accordingly. Preparing standard offer letters, contracts of employment and staff identity cards
- Requesting references for new staff and organising DBS checks to be completed
- Keeping staff personnel files up to date
- To act as the resource for personnel information and to maintain the HR database.
- Keeping records of staff working hours

### Finance

- Administrating and recording petty cash in line with the agreed procedures

## Person Specification

**Title:** Receptionist/Administrator

**Location:** Earthsea House

	ESSENTIAL	DESIRABLE
Education and Qualifications	At least 'O' Level or GCSE A-C or equivalent English and Maths	Business studies or secretarial qualification
Experience	Experienced receptionist/administrator	Experience in a social care, health, education or charity setting
Skills and Abilities	<p>Accurate, methodical and well organised</p> <p>Strong oral and written communication skills including a confident telephone manner.</p> <p>Ability to exercise confidentiality, discretion and tact</p> <p>Confident in the use of databases and Microsoft Office applications including Outlook, Word and Excel, with well-developed keyboard skills</p> <p>Able to establish and maintain accurate computer and paper based recording and filing systems.</p> <p>Friendly and approachable demeanour.</p>	<p>Diary management</p> <p>Understanding of standard basic finance systems including petty cash management</p> <p>An understanding of Microsoft Access databases</p>
Other	<p>Self-motivating, with initiative, common sense and creativity.</p> <p>Sympathy for the therapeutic child care aims of the charity.</p>	

## **Useful information**

This section is for guidance only and is subject to change without notice. It provides information about some of the important terms of employment you may want to consider and well as the benefits package we typically offer.

### Hours of work

The usual working hours will be Monday to Friday 9.00am to 5.00pm except Tuesday which will be 8.00am to 4pm including lunch break, totalling 37.5 hours per week

### Holidays

The post attracts 25 days (plus 8 Bank Holidays) in a holiday year (April to March).

### Pensions

You will be automatically enrolled in to the Childhood First Group Personal Pension Scheme pension at the minimum employee contribution as set by legislation or scheme rules (whichever is the higher) when you meet the criteria set by pension legislation.

You may increase your pension contribution to any percentage you choose. The organisation will match your contributions to a maximum of 6%.

### Help with health costs

We provide a 'health cash back scheme' via an insurance provider. If you occur everyday medical costs such as dental check ups, eye checks, physio, you can submit receipts to the provider and get some money back. The scheme offers around £60 a year for each of the medical cost types.

### Life assurance

We provide a life assurance scheme that provides 3 times your salary should you die to the person/s you nominate.



## **Safeguarding Children: Information for employment candidates Safeguarding and Promoting Welfare**

Childhood First is committed at every level to safeguarding and promoting children's welfare. We take seriously our duty to protect every child from abuse and maltreatment and to prevent impairment of children's health or development.

The safeguarding and welfare of the children is considered within the context of their relationships with others and from within a culture of listening to, and engaging in dialogue with children and seeking their views about all aspects of their lives and their care

Child Protection is a part of safeguarding and promoting welfare. We understand it as the activity undertaken to protect specific children who are suffering, or are at risk of suffering, significant harm. Children who receive a service from Childhood First have suffered significant harm or have been at risk of doing so and remain vulnerable especially as children who live away from home.

### **Working together to Safeguard Children 2018**

All Childhood First policies are written in accordance with the relevant key legislation. The Safeguarding and child protection policies are written with particular reference to Working Together to Safeguard Children 2015. All Directors and senior staff within the organisation are aware of the importance of this document and guided to use it with their staff teams.

### **Accountability**

Childhood First has a clear line of accountability in each of its services up to the Director/Registered Manager of the service. The Director is line managed by the Therapeutic Services Director. The Executive is accountable to the Board of Trustees.

Every member of the organisation has a duty to report Safeguarding/Child Protection concerns to their line manager or the community designated safeguarding lead. Immediate steps must be taken to prevent the child from harm or further harm. These should be agreed with the most senior person available. It is the responsibility of the Registered Manager or Responsible Person (or the designated safeguarding lead) to inform statutory agencies who may instigate a Child Protection investigation. This will include the child's social worker and parents (where appropriate); the police as

necessary; and the Local safeguarding Children Board MASH team within the host authority.

The ongoing systems of training, supervision, and consultancy, in group forums and individual sessions, work together to ensure that all employees of Childhood First are clear about their responsibility to work together to safeguard children. These systems ensure that all remain aware of policy and practice areas which impact on our joint ability to safeguard children. All staff are reminded that they must remain alert to the potential indicators of abuse or neglect and to the risks that individual abusers, or potential abusers, may pose to children this includes other children or young people living in the home and perpetrators external to the home.

### **Inter-agency working**

Childhood First is committed to working in partnership with local authorities and other agencies to safeguard and protect children from abuse. Good inter-agency co-operation and communication are the essential bases for carrying out child care and safeguarding children. We co-operate with all statutory and other professional agencies in the spirit of protecting children.

Safeguarding and Child Protection procedures in each place of work are consistent with local policies and agreed with the Local Safeguarding Children Board. The Registered Manager of each facility will ensure that all staff have access to these procedures and are provided with regular Safeguarding/Child Protection training commensurate with their role. All induction training includes Safeguarding.

Events and Notifications under Regulation 30 of Children's Homes Regulations are sent to Ofsted as well as to the Chief Executive and (Responsible Person) and the organisations designated safeguarding lead.

### **Local Children's Safeguarding Boards**

Local Children's Safeguarding Boards are the key statutory mechanisms for ensuring safeguarding and protection of children. Their roles include agreeing how relevant organisations (such as local authorities, other providers of residential care) will co-operate to do this and ensuring effectiveness including training and increasing understanding of Safeguarding issues. It is their job to ensure that children and adults know who to contact if they have a concern that a child is being harmed.

### **Recruitment and HR procedures**

Childhood First has comprehensive recruitment and selection procedures, as an organisation we follow safer recruitment guidelines to ensure that our children and young people are safeguarded we then provide supervision/appraisal and continued CPD to ensure all of our staff develop in their roles to provide the high standards of service delivery, disciplinary and whistleblowing procedures which must be complied with at all times.

**Training**

All staff members undertake appropriate Safeguarding training starting at basic induction, and including refresher training at regular intervals. The training includes an awareness regarding CSE and the radicalisation of children and young people, regular refreshers provide a continued update to reflect changes in guidance, policy and legislation.

## **Recruitment of Ex-offenders**

1. Childhood First complies fully with the DBS Code of Practice and undertakes to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
2. We are committed to the fair treatment of our staff, potential staff or users of our services.
3. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
4. Because of the nature of our work Enhanced Disclosure is required for most positions. All application forms and recruitment briefs will contain a statement that a Disclosure will be requested in the event of an individual being offered the position.
5. Where a Disclosure is to form part of the recruitment process, all applicants called for interview will be asked to provide details of their criminal record. We request that this information is sent under separate, confidential cover, to a designated person within the Charity, and we guarantee that this information is only seen by those who need to see it as part of the recruitment process.
6. We will only request information about 'spent' convictions from applicants for posts covered by the Rehabilitation of Offenders Act (Exemptions Order 1975).
7. We ensure that everyone who is involved in the selection process has been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
8. At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
9. We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.
10. We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

**Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.**



## **Disqualification For Caring For Children Regulations 1991 The Children (Protection From Offenders) (Miscellaneous Amendments) Regulations 1997**

These regulations set out the conditions under which an individual can become disqualified for caring for children. No person disqualified from caring for children is permitted to work with children without written consent from the Secretary of State. In addition to our own checks about whether employees are disqualified we also require a declaration from individuals who are invited for interview that they have not been disqualified.

The conditions which would disqualify an individual include:

- being convicted of or cautioned for certain offences. A list of the offences (known as Schedule 2) is available from Childhood First.
- circumstances where a child of the individual has been the subject of a care order, or where an order has been made to remove a child from the individual's care or to prevent a child living with the individual
- where an individual has been involved with a home which has been removed from the register, or refused registration
- where an individual has been prohibited from being a private foster parent, has been removed from the register of child minders or day care providers or has had such registration refused