



**NSPCC**

**Together,  
we'll change  
children's lives**

**EVERY CHILDHOOD IS WORTH FIGHTING FOR**

Registered charity numbers:  
216401 and SCO37717.

## Job Description

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Job Title: Senior Administrator

Directorate: Services

Team/Department (if specific): Local Services - Regional / National Hub

Date Written/ Amended: November 2023

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## Context and Background

The NSPCC's purpose is to prevent child abuse and neglect of children across the UK and Channel Islands. We have been fighting for childhood for the last 130 years and our organisational strategy for 2021-2031 is enabling the NSPCC to achieve greater change for children and inspiring others to join us in the fight for childhood.

Our services help children who've been abused, protect children at risk and find the best ways to prevent child abuse from ever happening. We work directly with children and families through our national and regional hubs across the UK and Channel Islands. We also give support to thousands of adults and young people in need through the NSPCC Helpline and Childline. We work with schools up and down the country through our Speak Out Stay Safe programme, helping children to keep themselves safe. And our projects such as Together for Childhood help children who've experienced abuse, support parents, and work to transform the way communities come together to prevent child cruelty.

Our local services support children and families throughout the UK and Channel Islands. We provide therapeutic services to help children move on from abuse, as well as supporting parents and families in caring for their children. We help professionals make the best decisions for children and young people, and support communities to help prevent abuse from happening in the first place.

The Senior Administrator provides administrative support within a regional/national hub as part of an administrative team

## Job purpose

- Provide efficient and effective administrative and financial support to the Assistant Director, Team Managers and Children's Services Practitioners, working within NSPCC Policy, Procedures and Standards.
- Provide an efficient and effective reception service. This will include regularly acting as the first point of contact for children and young people visiting the hub and when

required looking after them before appointments, accompanying them to meeting rooms and supervising them on their return to reception.

- Manage administrative staff in the hub and when necessary supervise the work of volunteers and cleaners.
- Ensure effective day to day property maintenance and compliance with Health and Safety requirements.

## Key relationships - Internal

- The post holder reports to the Assistant Director and provides administrative support to the staff in the hub. It is expected that the post holder will have contact with colleagues working in other centres and regional / national hubs. This may include providing administrative support to other hubs on a virtual basis.

## Key relationships - External

- The post holder will have contact with service users and members of the public and will be required to liaise with professionals working for other agencies/organisations.

## Main duties and responsibilities

### Management and Administrative

- Line management of administrative staff including, recruitment, induction, effective performance management and ensuring training and development needs are identified and met.
- Supervise temporary administrative staff, volunteers and cleaners to ensure that quality standards are maintained in their work, providing basic on-job training for such posts, including Health and Safety induction and office procedures and reporting any potential difficulties or disciplinary issues to the Assistant Director as appropriate.
- Develop, implement and monitor all administrative systems in the hub, including workload management, creation of filing systems, retrieval and updating of information, both manual and computerised.
- Audio/copy type letters, memos, case records, and other documents.
- Deal with incoming/outgoing mail/emails including opening and distributing mail/emails, responding to basic enquiries (e.g. standard requests for information) and cross referencing correspondence received to individual case files.

- Draft routine letters/emails.
- Utilise the NSPCC Children's Information Database to enter referral details and process information/update database as appropriate.
- Organise and minute meetings/events as required including co-ordinating dates, booking venues and organising refreshments.
- Maintain accurate records for staff absence within the team on behalf of the Assistant Director and Team Managers.
- Provide administrative support for recruitment.
- Collect/collate and input data from team and other sources as required by the team and/or divisional and national functions.
- Analyse data and produce reports.
- Undertake routine administrative tasks such as photocopying, faxing, shredding and filing.

## **Support for Hub Staff**

- Maintain diaries for staff in the hub as required, including making appointments on their behalf.
- Organise travel/accommodation.
- Provide IT coaching and support for team members and troubleshoot minor computer problems for team, taking advice from Projects & Performance Officers and the IT service desk as necessary.
- Participate in the induction of team members with regard to administrative processes and procedures.

## **Financial**

- Administer petty cash and stamp book for the team.
- Check expense claims and ensure correct documentation is attached for authorisation by the Assistant Director or Team Manager(s).
- Process invoices on behalf of the Assistant Director or Team Manager(s).
- Oversee stock levels of stationery and order supplies.

## **Efficient and Effective Reception Services**

- Answer calls take messages or direct calls as appropriate.
- Pass on answering machine messages as appropriate.
- Receive clients and visitors to the office, including children and young people, and direct them or inform colleagues of their arrival as appropriate.
- Ensure that appropriate security measures such as signing in and out and wearing visitor passes are followed.
- Ensure that all callers and visitors are dealt with sensitively, courteously and efficiently.

## **Ensure Effective Day to Day Property Maintenance and Compliance with Health and Safety Requirements**

- Ensure that minor repairs are dealt with promptly within Society guidelines.
- Report major repairs or maintenance requirements to the Team Manager(s).
- On behalf of the Assistant Director and Team Manager(s) undertake regular Health and Safety audits, inspections and risk assessments of the premises and ensure that Health and Safety issues are reported to the appropriate person.
- On behalf of the Assistant Director and Team Manager(s) ensure that accidents and other Health and Safety incidents are recorded and reported appropriately.
- Ensure that ancillary/temporary admin staff are aware of relevant policies and procedures and are trained on Health and Safety matters as appropriate.
- Ensure that all new ancillary/temporary administrative staff are given basic Health and Safety training as part of their induction.

### **Any other job-related duties as assigned:**

Although the core duties of the post are set out within the job description, a flexible approach to work is essential. The post holder may be required to adapt the above duties to take account of changes to working practices (e.g.the introduction of new technology).

## Responsibilities for all Staff within the Services Directorate

- A commitment to safeguard and promote the welfare of children, young people and adults at risk.
- To comply with all relevant NSPCC safeguarding policies
- A commitment to applying NSPCC Values and Behaviours to all aspects of work
- To maintain an awareness of own and other's health and safety and comply with NSPCC's Health and Safety procedures
- To comply with NSPCC Diversity and Equality policies and practices and work in a manner which facilitates inclusion.
- To maintain and develop competence in the use of IT systems.
- To manage confidential and/or sensitive information in accordance with NSPCC policies and Data Protection and GDPR regulations



## Person specification

1. Good working knowledge of Microsoft Office (inc. Word, Excel, PowerPoint, Outlook, Calendar) and the ability to adapt this knowledge to use our bespoke Microsoft based packages.
2. Experience working in an office environment providing secretarial / administrative support.
3. Experience of managing staff and ability to work flexibly as part of a team.
4. Ability to work under pressure and produce accurate e-mails, letters, documents and presentations often to tight deadlines.
5. Proven ability to establish and develop effective administrative systems.
6. Proven ability to prioritise and organise own work and the work of others in order to meet agreed objectives.
7. Basic numeracy skills in order to manipulate statistical information accurately as well as ability to maintain financial systems including the monitoring of income and expenditure.
8. Ability to communicate clearly, effectively and with sensitivity, including verbal and written communication and dealing appropriately with sensitive and confidential material.
9. Ability to deal with visitors and callers courteously being sensitive to people's rights irrespective of their age, race, disability, gender, colour and sexual identity or class.
10. Ability to work on own initiative with minimal supervision.

## Safer Recruitment

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk.

Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with our children and adults.

The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Our principles:

- Always seek to recruit the best candidate for the role based on merit including their skills, experience, motivation and competencies. Our robust recruitment and selection process should ensure the identification of the person best suited to the role and the organisation.
- Committed to diversity and equality of opportunity and will interview all applicants (internal and external) who self-declare at application as having a disability and who meet the minimum requirements in the person specification of the vacancy they are applying for.
- We will make reasonable adjustments at all stages of the recruitment process in order to enable successful candidates who declare disabilities to start working or volunteering their time with us.
- Any current member of staff or volunteer who wishes to apply for vacancies and is suitably qualified will be considered and addressed fairly and objectively based on their merit.



- As an organisation committed to safeguarding, we will ensure all under 18's joining the organisation will have ongoing risk assessments to ensure their role and activities are safe and appropriate.
- All documentation relating to candidates will be treated confidentially in accordance with the GDPR legislation.