

## **JOB DESCRIPTION**

**POST: Service Operations Administrator**

**DIVISION: Children and Family Services**

**RESPONSIBLE TO: Contract Co-ordinator**

**SALARY: Grade B**

### **Children First - Vision and Values**

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

### **Diversity Equity and Inclusion**

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

## **Role Summary**

This role plays a key role in supporting the effective day-to-day running of Children First services. The postholder provides operational, administrative and systems support to ensure services run safely, efficiently and in line with organisational requirements.

This role is central to enabling high-quality support for children, young people and families. By coordinating key processes such as data management, finance administration, service access and local operations, the Service Operations Administrator allows practitioners and managers to focus on delivering impactful support.

The role operates with a high level of autonomy and responsibility, often acting as the first point of contact for operational matters within a service. It requires strong organisational skills, initiative, and the ability to respond flexibly to changing service needs.

## **Key Results Areas**

### **1. Service Operations and Coordination**

Services are well-organised, responsive and able to operate effectively, with administrative and operational processes running smoothly and consistently.

### **2. Systems and Data Management**

Accurate and timely data is maintained across systems (including Dynamics), supporting service delivery, reporting and organisational insight.

### **3. Finance and Resource Management**

Service-level financial processes are managed accurately and in line with organisational procedures.

### **4. Service Access and Communication**

Children, families and partners experience a professional, responsive and supportive first point of contact with the service.

### **5. Facilities, Health & Safety and Local Operations**

Service environments are safe, compliant and well-maintained, with appropriate coordination of property, facilities and health & safety activities.

### **6. Team and Service Support**

Practitioners and managers are effectively supported through coordination of meetings, diaries, resources and operational requirements.

### **Core Responsibilities (All Roles)**

- Provide administrative and operational support to ensure effective service delivery
- Maintain accurate records and data within organisational systems (including Dynamics)
- Support financial processes including invoices, purchasing and petty cash
- Act as a key point of contact for enquiries, supporting service access and communication
- Coordinate meetings, diaries, resources and general service organisation
- Support compliance with organisational policies and procedures
- Contribute to a positive, collaborative team environment

### **Service-Specific Responsibilities**

- Monitoring the shared Safeguarders Panel Team inbox and responding to enquiries from Safeguarders, staff and external partners.
- Supporting the administration of the Safeguarder performance monitoring framework, including creating, maintaining and updating confidential records and files.
- Using MS Office 365 applications (Word, Excel, Outlook, Teams) and Children First systems (including Dynamics) to support service processes.
- Administering Safeguarder fees and expenses and organising travel and accommodation for Safeguarders and staff where appropriate.
- Supporting Contract Co-ordinators by organising training, events, support sessions and recruitment activities for Safeguarders.
- Undertaking administrative processes for the allocation of Safeguarder appointments in line with contractual obligations.
- Assisting with data system maintenance to produce statistical reports and support contract delivery.
- Supporting Safeguarders Panel Team communications, including using Mailchimp to send emails and updating Safeguarders Panel webpages.

- Providing reception/front-of-house cover for Children First services as required, including responding to and fielding telephone calls.
- Ordering and maintaining stationery and other office supplies for the Safeguarders Panel Team.

### **Additional Duties**

Any additional duties will normally be to cover unforeseen circumstances or changes in work and will be appropriate and compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

### **What We're Looking For**

- Strong organisational and coordination skills
- Ability to manage competing priorities and work independently
- Confidence using systems and managing data accurately
- Strong communication and interpersonal skills
- A proactive and flexible approach
- Alignment with Children First values

### **What You'll Get from Us**

- A workplace with values of *with love, with purpose and with strength*
- 40 days annual leave, inclusive of bank holidays
- Pension scheme and wellbeing support
- Flexible and hybrid working arrangements
- Access to Westfield Health, giving colleagues and their families confidential counselling support, well-being resources, and access to health and lifestyle benefits to support physical and mental wellbeing.
- Blue Light card discount
- A *Fair Work* accredited workplace

### **Corporate Responsibility**

- Be committed and adhere to Children First vision, mission and values.
- Comply with Children First Safeguarding policies and procedures.
- Comply with Children First Code of Conduct and any relevant professional standards relating to the role.

- Actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- Actively consider the involvement of volunteers in all areas of our work and implement the Children First Volunteer Development Policy.
- Observe all health and safety requirements.
- Work within and promote policies in relation to Diversity Equity and Inclusion and anti-discriminatory practices.
- Undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below.

Need to Have	Need to Show	Need to Know	Need to Be	Core Values
Experience in an administrative or operational support role	Ability to organise and prioritise a varied workload effectively	Understanding of administrative processes within a service environment	Proactive and able to take initiative	Demonstrates a commitment to putting children and families first in all aspects of work
Experience of using IT systems and maintaining accurate records	Strong attention to detail and accuracy in data entry and record keeping	Awareness of data protection and confidentiality requirements	Reliable and accountable in managing responsibilities	Works with purpose, understanding how their role contributes to wider service impact
Experience supporting teams, services or customer-facing environments	Ability to communicate clearly and professionally with a range of stakeholders	Understanding of basic finance processes (e.g. invoices, petty cash, purchasing)	Flexible and responsive to changing service needs	Shows strength by taking ownership and doing what is needed to support the service
Ability to manage multiple tasks and deadlines	Confidence in responding to enquiries and acting as a first point of contact	Awareness of health & safety responsibilities within a workplace	Calm and solution-focused, particularly when dealing with competing demands or challenging situations	Builds positive, respectful relationships with colleagues, children and families
Basic understanding of office systems and processes	Ability to work independently while also contributing to a wider team		Organised and methodical in approach to work	Demonstrates compassion, respect and professionalism in all interactions