

JOB TITLE	Recruitment
TEAM	Fostering and Adoption
DIRECTORATE	Resources
WORK BASE	Lancaster House

This job brief sits alongside the job description for this role.

Key Objective –

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Inbox Management, Responsible for assigning and actioning all emails. Making the team aware of urgent/priority emails and supporting the wider team with tasks.
Minuting meetings, most commonly ISMs - When requested by Senior Business Support Asst, governed by a rota.
Processing all Post across F&A Business Support / incoming or outgoing.
Answering queries and supporting service in the office.
General Finance tasks when required including setting up newly approved carers as suppliers on BW
React to and prioritise requests from service, especially Recruitment PS. Answer calls emails and chat requests, general support and assistance to any requests received. Support Team Manager and SBSA in any tasks required.
Fostering Initial Expression of Interest pre ICS/Mosaic screening checks
Set up Fostering/Adoption/Step-parent contacts on Mosaic
Processing Initial Expression of Interests for Adoption & Fostering & Step-Parent
Send Fostering Registration of Interest applications following initial visits
Respond to all initial enquiries/phone calls regarding Fostering/Adoption/Step-parent and Parent and child, providing enquirers with all necessary information and answering questions as per guidance
Complete follow up contacts to attendees of Fostering/Adoption information events
Complete Fostering Registration of Interest Process Stage 1 & 2 (statutory checks & references)
Process Fostering NFA's/Approvals - Stage 1 & 2
Minute take for monthly family finders meeting and update spreadsheet records (Paper B and C)
Monitor the correspondence for other Local Authorities wishing to book onto LCC training
Undertake the 'Requisitioner' finance administration role
Procurement Card Coding/admin for Marketing Officer
Assisting with co-ordination of events and attending if required to assist on the day
Ad Hoc recording and monitoring of mail out responses
Collating monthly mail out list for Fostering Newsletter
Database inputting & updating of case notes (Mosaic)
Monitoring and updating spreadsheets.
Daily monitoring of shared inbox and actioning of tasks.
Collating statistics for Team Managers, Heads of Service & Senior Management Team
Supporting Supervising Social Workers within Recruitment
Minute taking / room bookings / agendas for Team meetings
Assisting with facilitation of fostering Prep Course – Invites / replies / correspond with events team for venue booking

Assisting with stock, pack merchandising for Events
Checking Voicemail inbox regularly and responding as necessary

THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE

Provision of high-quality support to all internal and external customers
Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint
Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution
Recording, reporting, distribution, and collection of mail (where no central team undertaking)
Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures
Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)
Receive routine telephone enquiries, message taking and call re-direction
File maintenance
Filing / electronic filing, Records Management, Subject Access Request
Orders, receives, checks, and distributes stocks of stationery and other consumable items (where no central team undertaking)
Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)
Fire Marshall cover (where appropriate)
Record and update sickness database (where no central team undertaking)
Imprest purchasing and petty cash (where no central team undertaking)
Health & Safety support and awareness
General minute taking
Peer training/coaching/mentoring
Induction support
Accommodation / property support to Supervisor (where no central team undertaking)
Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)
Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)
Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature
Equipment maintenance (where no central team undertaking)