

Operations Senior Administrator



Hours of work: 30 to 36 hours per week

Location: London

Department: Operations

Full Time Equivalent (FTE) salary details:
£20,598 to £22,238 per annum or with London weighting £23,775 to £25,414 per annum

Advertising end date: 11th February 2019

Interview date: 20th February 2019

This is a permanent post.

Some flexibility may be considered over the hours and work pattern.

Read further to find out about whether this role is right for you.

For more information about KIDS please visit www.kids.org.uk.

Our vision is a world in which all disabled children and young people realise their aspirations.

What We Do



KIDS are a national charity, founded over 48 years ago, providing a wide range of support services to disabled children, young people and their families. We support children with any disability from birth to 25 years of age. We also offer our support to the whole family with the aim of giving disabled children a brighter future.

“Your involvement with my family has meant huge practical help during a difficult time. I think the key thing is that KIDS does stuff with and for the whole family, not just the child. I am sure that yours is the kind of service that helps prevent family break up as a result of the strains that a child with a disability brings.”

We cannot change a diagnosis and we cannot cure but we can, and we do, make a very real difference to the lives of families with a disabled child through high quality, practical and tailored services delivered by dedicated professional staff. KIDS provides over 120 different services and works with 80 local authorities throughout England. **In 2017-2018 we supported over 15,000 disabled children, young people and their families.**

Our values

We are passionate

We are collaborative

We believe in quality

We are responsive

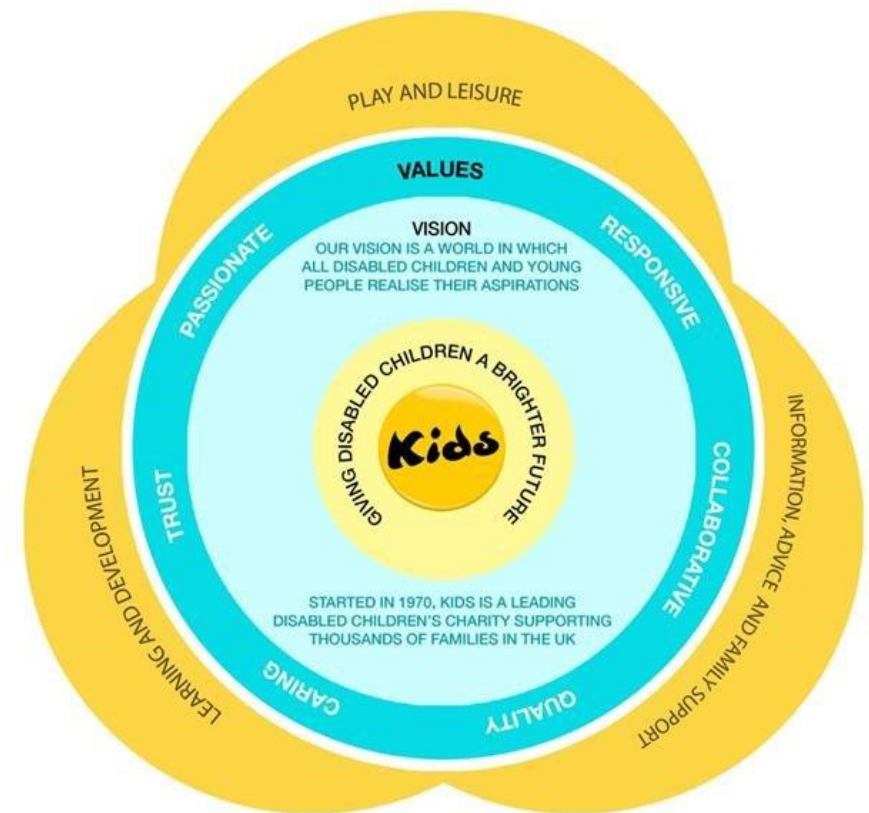
We are caring

We are trusted

We are passionate about making a life-changing, positive difference to the lives of disabled children, young people and their families. Everything we do places the child at the centre of our support, our services then focus on providing care, which wraps around the child within their family.

To learn more about our corporate strategy, please visit
<https://www.kids.org.uk/Pages/FAQs/Category/trustees>.

Our values underpin the work that we do with children, young people, and families in three main areas of their lives — we call these our “circles of support”.



What You Can Expect



Our services

KIDS was established in 1970 by John Mulcahy, a teacher who had become concerned about the development of a disabled child in one of his classes. Looking to improve communication with the child.

John turned to the child's mother for guidance. This sowed the seeds of working in partnership with parents and carers to enable disabled children and young people to develop their skills and abilities and to fulfil their potential, hopes and dreams.

KIDS are a charity which has pioneered a number of approaches and programmes for disabled children and young people. These include Home Learning (Portage), Parent Partnerships, Adventure Playgrounds and the inclusion of disabled children in mainstream educational settings.

KIDS has a rich history and vast experience of meeting the needs of disabled children and young people and families. Therefore, KIDS is well-placed to play a leading role supporting the development of policy affecting this important group in society.



Our benefits

Here at KIDS we want you to know that you are valued, and that we are committed to your safety and wellbeing. Our benefits include:

- Access to KIDS Virtual College: our wide range of interactive e-learning training courses which carry CPD points
- NEST Pension Scheme
- Life Assurance after 6 months service
- Strong sense of achievement from doing meaningful work
- Generous holiday entitlement
- Extra week of holiday after 4 years' service
- We are happy to talk flexible working

'Being given the opportunity to make a positive impact on a young person's life' - Ollie, Assistant Practitioner

Job Description



Overall Purpose of Role

To support the One Team KIDS ethos by working closely with operational leads, national managers and local admin teams to develop and embed standardisation and best practice administration processes across all operations.

To support operations team by providing high quality, efficient administration support.



Key Relationships

- Directors
- Regional Managers and Heads of
- Regional and Local admin teams
- Wider KIDS team including finance, IT and HR teams.

Working Context

- National role so there will be travel to all services.
- Line manager and team will be remote so role requires some level of autonomy.
- The ability to manage sensitive and confidential situations.

Key Responsibilities



To provide a high quality administration service for the national operations leadership team by:

- Managing all day to day administration tasks including the finance system for the national leadership team.
- Diary and email management
- Collating data and running organisation wide reports as required including admin systems for local teams health and safety, incident and safeguarding reports.
- Minute taking at all national meetings including safeguarding, quality and team meetings.
- Collating actions for leadership team
- Managing travel, expenses and meetings for Director.
- Supporting Director with projects as required.

To support the one team KIDS ethos by working closely with local admin teams to embed standardisation across all operations by:

- Being the lead administrator for the COS including auditing the use on a regular basis.
- Deliver ongoing training for COS system.
- Working with Central services and Local admin teams develop efficient admin systems to ensure standard processes and procedures.
- Develop process maps and guides for KIDS admin procedures.
- To act as an expert in subject matter offering advice and support to operations team, coaching local teams when necessary
- Drive collaboration and sharing of best practice through an Admin team Yammer group.
- Support local teams to ensure their processes meet KIDS and regulatory standards i.e. GDPR.
- Work with IT colleagues to develop and embed the use of new technology to support KIDS admin processes for example the use of forms, shared drives.





Key Responsibilities

‘The staff are really friendly and create a nice atmosphere to work in’ - Sarah, Assistant Practitioner

We expect you:

1. To be familiar with and fully comply with all KIDS policies and procedures including child protection, safeguarding, health and safety, confidentiality and partnership.
2. Perform tasks as required commensurate with your grade and experience.
3. Occasional travel may be required.

Other Responsibilities

You are responsible for maintaining the confidentiality of materials from all systems both electronic and paper and you may not remove from the premises any hardware, software, files, photographs or data without written permission unless agreed by your Line Manager/ equivalent as part of the execution of your normal duties.

Sharing the responsibility for ensuring that the organisation stays in touch and synchronised across the country.

To role model and embed KIDS values and the one team KIDS ethos.

To champion the use of technology within KIDS.

KIDS is committed to safeguarding and promoting the welfare of children and young people and also expects for all staff and volunteers to share this commitment. All children and young people we work with must, at all times, feel safe.



Person Specification

Proven Ability

To be able to carry out this role it is essential that you have the following characteristics:

- Extensive experience working within a similar role delivering admin support in a busy function.
- Highly efficient IT skills with good working experience of all Microsoft programs including 365.
- Experience of working with a client management system or database.
- Ability to work with minimal supervision.
- Ability and willingness to travel to sites across the country.
- Ability and willingness to work on own initiative.
- Excellent communication skills.
- Working collaboratively with different audiences in different locations.
- Resilient while working under pressure or to tight deadlines.
- Excellent organisational and administrative skills.

Education/Qualifications

- English and Maths at level 3



Person Specification



Desirable criteria

To be able to carry out this role it is desirable that you have the following characteristics:

- Project management experience
- Experience within a third sector organization
- Experience of Matrix working



Desirable Education/Qualifications

- Qualified in relevant discipline i.e. Business admin.

Thank you for choosing KIDS. We look forward to receiving your application.