

Mediation Administrator



Hours of work: Full time, 36 hours per week
Location: Wylde Green, Sutton Coldfield
Department: West Midlands
FTE salary details: £15,551 per annum
Advertising end date: 2nd October 2018

This post is fixed term for 6 months in the first instance, with the possibility of becoming permanent.

As a Mediation Administrator, you will be providing administration support to ensure that the Mediation Service runs effectively. You will also be working alongside colleagues who support disabled children, young people and their families. This is a great opportunity to develop your skills in a rewarding role, and gain a strong sense of achievement.

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, and their right to an inclusive community which supports them and their families.

What We Do



KIDS are a national charity, founded over 47 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.**

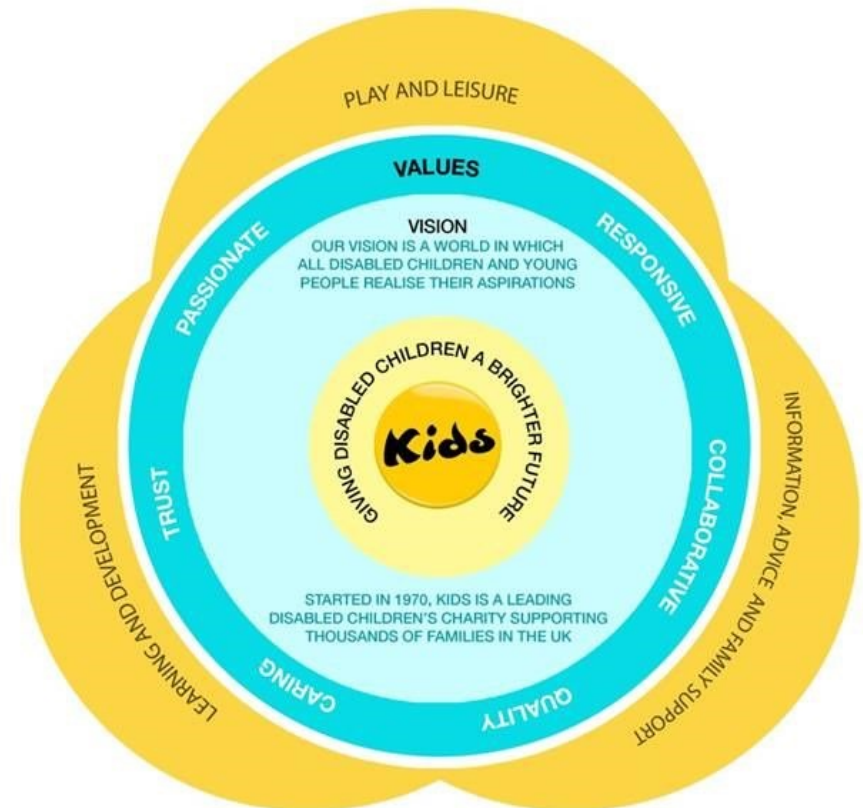
Our values

- 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 is 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 pay
- Extra week of holiday after 4 years' service
- 24 hour helpline to deal with safeguarding issues

'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 provide efficient mediation information and advice sessions and administration to support the effective day-to-day running of the Mediation Service.

- High volume call handling
- Diary management
- Production and issuing of Mediation certificates
- Administration
- To keep and maintain accurate records
- Data processing and inputting
- To fulfil general office duties as required



Working Context

This post requires adherence to strict deadlines in relation to statutory requirements casework, case management, reporting etc. Accuracy throughout all tasks is essential.

This is an extremely busy role with a high volume of callers so flexibility will be required.

The post would be within a normal office environment, limited travel may be required.

These duties will be reviewed from time to time in line with the changing needs of the job.

Key Relationships

Internal relationships:

- Regional Manager
- Mediation Manager
- Caseworker
- Mediators
- Central Services

External relationships:

- Families and Service users
- Commissioners and Partners

Key Responsibilities



MIAS Administration role:

1. Receiving referrals directly from parents/young people and service users by telephone and email.
2. To provide a high quality response to initial phone and email enquiries to the mediation service including those from parents, young people, school and Local Authorities.
3. Providing good quality mediation information and advice sessions primarily by telephone and email.
4. Inputting data onto database and the internal case management system.
5. Preparing mediation certificates for service users and issuing certificates to service users in a timely manner and in accordance with statutory timeframes.
6. Dealing with all associated administration and follow up enquiries.

Administrator role:

1. To provide a high quality administration support to the mediation team, developing administration processes that will increase efficiency.
2. To support the arrangement of mediation sessions including booking of venue and mediators and liaising with all required parties.
3. To manage all resources to ensure best value.
4. To produce documents and reports as required.
5. To undertake any other duties within scope of post as required.
6. To attend supervisions and meetings as required.



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.

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.

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.



Person Specification



Proven Ability

To be able to carry out this role we would expect you to have the following characteristics:

- Min 1 year experience of call handling and dealing with customer enquiries.
- Min 2 years previous experience of working in a secretarial/administrative environment.
- Excellent communication skills both written and spoken.
- The ability to prioritise and manage your work load, evidence of being flexible and adaptable and achieving deadlines in a fast moving environment.
- The ability to record information accurately at all times.
- The ability to work as part of a team, with proven ability to build strong business relationships.
- Highly organised with the ability to implement new processes to improve efficiency.
- Ability to work in a confidential and sensitive manner.
- Ability to focus on tasks, including at times of high referral volumes .
- Ability and willingness to gain a good working knowledge of the SEND reforms and the role of mediation.

Education/Qualifications

- Educated to a minimum of Level 2 qualifications including English and Maths.
- Certificated evidence of excellent Word processing skills, excellent IT skills – Microsoft Office (CLAIT, ECDL).

Desirable criteria

- Business admin qualification.
- Experience of reception duties.
- A knowledge of issues relating to disabled children and families .
- Knowledge of Mediation .
- Experience of finance e.g. salaries, petty cash etc.
- Working knowledge of databases.