

## Job Vacancy

**About FosterTalk** - FosterTalk is a not for profit, independent organisation which has been established for 21 years. FosterTalk is an exciting, flexible and inspiring organisation to work for. We focus solely on providing high quality professional support services to foster and kinship carers. FosterTalk is one of the fastest growing support organisations delivering services UK wide.

### Safeguarding Statement

FosterTalk is committed to recruiting staff who are suitable to work with children, and prioritises the safety and welfare of children. We commit to safeguard and protect all children and young people by implementing robust safer recruitment practices and identify and reject applicants who are unsuitable to work with children and young people.

This role is subject to a Criminal Records Check disclosure. FosterTalk will request the individual being offered the position to undergo appropriate disclosure checks along with any other safer recruitment checks deemed appropriate.

This position is exempt from the Rehabilitation of Offenders Act, due to the nature of the role. Applicants will be required to complete a Self-Disclosure form to support their application.

### Equal Opportunities

Our ambition is to maximise people's potential and we aim to promote an inclusive environment and improve the diversity of our workforce so our people truly represent the communities we serve.

All individuals regardless of race, age, disability, ethnicity, nationality, gender, gender reassignment, sexual orientation, religion or belief, marriage and civil partnership are encouraged to apply for this post. We encourage applications from individuals with a lived experience of, but not limited to, care, fostering, neurodivergence and mental illness. The selection of candidates for interview will be based on those who meet the required standard of skills, qualifications and experience as outlined in the essential and desirable criteria.

<b>Post:</b>	Training Administrator
<b>Location:</b>	Office/Home based
<b>Salary:</b>	£23,000 per annum pro rata
<b>Hours:</b>	14 hours per week, flexible days

## **Summary**

FosterTalk is seeking an experienced administrator to ensure that the Training Lead within the organisation is appropriately supported, ensuring that the administrative requirements associated with training are met.

FosterTalk delivers a range of training to Fostering Services within the public; private and charitable sector. The administration of these courses is a key element of their success.

## **Key Tasks & Responsibilities**

- High level of customer service skills including responding to email and telephone communications within expected timeframes
- Ability to manage queries professionally and in a responsive way to meet customer expectations.
- Manage course bookings with fostering services in liaison with the Training Design and Delivery Coordinator, and related administration including links for online bookings.
- Support the safer recruitment process for independent trainers (self-employed workers), by way of applying for and maintaining statutory recruitment documentation (references and checks) and updates, creating employment files in which to store documentation, gathering recruitment documentation and sending to Head of Social Work when complete for final recruitment decision, keeping a spreadsheet to track expiry of trainer documentation and liaising with advisors to ensure they remain compliant with FosterTalk's recruitment requirements.
- Monthly invoicing to fostering services, using excel spreadsheets and the company database systems. Liaising with internal and external finance departments (emails and telephone calls) as required over invoicing queries. Keeping accurate records.
- Compile data and information for internal and external company service review reports.
- Request and collate feedback on the service from foster carers and services, incorporating into service review reports as required and complete post-delivery administration, such as issuing certificates and course materials.
- Be responsible for ensuring that all communications are recorded accurately on the company's data collection systems. Support with the collection of data and statistics for the organisation.

- Ensuring that positive, proactive internal and external relationships are maintained and encouraged with new potential customers.
- Ensuring that a cost effective and quality service is delivered internally and externally.

**Other Responsibilities:**

- Liaise with marketing team as required about material and information needed for their promotion of the training offer.
- Support the Training Design and Delivery Co-ordinator when developing new course material or reviewing current courses.
- Maintain accurate records and ensure that all communications are recorded on data collection systems.
- Support tenders to develop business in relation to independent support and training.
- Undertake training and attend meetings as required to further personal development and the development of the service.
- Comply with all policies and procedures provided by FosterTalk.
- Undertake additional specific tasks as required.
- Maintain strict confidentiality in relation to the work undertaken carry out their duties in line with FosterTalk's Information Sharing Policy and Safeguarding guidelines. To adhere to GDPR regulations and principles.
- Be aware of and comply with all policies and procedures set down by FosterTalk including, but not limited to Health & Safety Policies and Equal Opportunities Policies.
- Attend and participate in team meetings, training courses, supervision sessions and appraisals, as deemed necessary for the pursuance of the post.
- Carry out any other duties commensurate with the post holder's knowledge, skills and experience if required.
- It is the nature of work of FosterTalk that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks which are not specifically covered in the Job Description have to be undertaken.

*This job description is produced to assist the post holder in identifying their main duties. It may include other tasks which from time to time may be allocated after consultation with the post holder and with regard to the level of responsibility appropriate to the position.*

**Person Specification:**

You must have the following vital skills:

Qualifications experience & knowledge	<p>GCSEs in Mathematics and English at grade C/4 or above</p> <p>Strong track record of administrative/office support experience</p> <p>Excellent working knowledge of Microsoft Office, specifically Word and Excel and PowerPoint</p> <p>Experience of working with databases and customer management systems</p>
Skills/Abilities	<p>An excellent telephone manner. Excellent listening, verbal and written communication skills by telephone, email and online, for work with foster carers, fostering services, colleagues and potential customers</p> <p>Strong attention to detail</p> <p>Ability to work with clarity and accuracy on own and as part of a team. Ability to plan and prioritise own workload with minimum supervision in order to meet deadlines</p> <p>Demonstrate initiative and work well under pressure</p> <p>Excellent written and verbal communication skills</p> <p>A non-judgemental attitude of acceptance and tolerance for others, including foster carers, kinship carers and guardians, whose values and attitudes may be different to your own</p> <p>Able to give support to others in the team and ask for support and guidance themselves where appropriate</p> <p>Excellent time management and organisational skills</p>

Personal Qualities	<p>Ability to have a balanced, reasoned and measured approach and to show warmth and empathy to people using the service.</p> <p>Demonstrate a professional, efficient and friendly approach when communicating with customers.</p> <p>Be able to demonstrate good relationships and communicate confidently with all staff including senior management</p> <p>Sensitivity to the needs and wishes of foster and kinship carers</p> <p>A commitment to equal opportunities</p> <p>A commitment to safeguarding and contributing towards improved outcomes for looked after children</p> <p>Reliable and consistent</p> <p>Willingness to be flexible in meeting the needs of FosterTalk</p>