

ROLE DESCRIPTION AND PERSON SPECIFICATION

ROLE TITLE: Administrator

ROLE PURPOSE:

- To ensure effective day-to-day administration of Family Voice Norfolk in line with the Steering Group strategy.
- To ensure compliance with Family Voice Norfolk's Equality, Diversity and Inclusion Policy.

ROLE RESPONSIBILITIES

General and strategic

- To develop and implement the strategic priorities of the Steering Group.
- To manage internal services to ensure that all systems and processes are robust and support continuous improvement.
- To ensure effective administration and financial systems are in place.
- To attend and take minutes for Ambassador, Representative, Steering Group and NCC Liaison meetings and other meetings as required.
- To provide administrative and secretarial support for the Steering Group.

Network and partnership development

- To develop internal systems, planning and processes to support effective engagement with parents and practitioners.
- To co-ordinate and book a regular programme of meetings for Ambassadors, Representatives, Steering Group and Liaison with Norfolk County Council as directed by the Steering Group.
- To develop links with appropriate networks and organisations.
- To maintain contact databases (excluding membership database).
- To co-ordinate the review and update of protocols, procedures and policies.
- To maintain and update the online presence of Family Voice Norfolk, in close liaison with the Social Media Administrator and Communications Lead.

Other

- To meet the specific information and monitoring requirements of funders as necessary.
- To co-ordinate payment of invoices and claims.
- To raise invoices on behalf of Family Voice as necessary.
- To organise the AGM with direction from the Steering Group.
- To organise the Family Voice annual Conference with direction from the Steering Group.
- To organise information sharing and gathering sessions with parent carers throughout Norfolk and also online with direction from the Steering Group, in particular the Representative and Ambassador Lead(s).
- To organise other meetings as required.
- To organise online surveys, analyse data and produce reports with the guidance of the Steering Group.
- To arrange appropriate training as directed by the Steering Group.
- To arrange the production and ordering of brochures and promotional material and contents of Ambassadors' kits and to manage stock levels of these.
- To undertake any duties consistent with the position that might reasonably be required by the Steering Group under the terms of this role description.

THIS POSITION WILL REQUIRE:

Essential

- Ability to empathise with and understand the issues facing families of children and young people with special educational needs and/or disabilities (SEND).
- Commitment to the ideals and aims of Family Voice Norfolk.
- Excellent communication and facilitation skills.
- Excellent organisational skills.
- Excellent information and communications technology (ICT) skills, especially with Microsoft Office products, such as Word, Excel and Teams, and programs such as Zoom.
- Ability to work as part of a team as well as on own initiative.
- Ability to meet deadlines and deal with multiple priorities.
- Ability to travel across Norfolk (for which a full valid driving licence and own transport is desirable and a mileage allowance will be paid).
- Commitment to and understanding of equal opportunities and diversity issues.

Desirable

- Experience of developing and implementing internal processes and systems.
- Experience of consulting with and reporting to a wide range of stakeholders.
- Experience of developing and implementing an organisational strategy.
- An understanding of risk management and quality assurance principles and processes.