Children’s Home Administrator and Team Assistant

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| **Role:** | Children’s Home Administrator and Team Assistant |
| **Place of work:** | Sutton, London  *Please be aware this role is based in our children’s home and requires someone who can work in person from there.* |
| **Hours of work:** | Part time. 16 – 20 hours across 4 or 5 days. |
| **Salary/Grade:** | £26,000 - £30,000 (pro rata) |
| **Reports to:** | Assistant Director of Strategy and Operations |
| **Level of screening:** | Enhanced DBS |

## About Lighthouse Pedagogy Trust

Lighthouse Pedagogy Trust is a charity creating life-changing, education-focused children’s homes to ensure that children in care have the same opportunities as everyone else. We believe that children growing up in residential care should go on to achieve great things and lead fulfilling lives. We believe that social pedagogy, a focus on education, people and place is the best approach to supporting young people.

The Lighthouse Pedagogy Trust team is driven by a shared commitment to creating empowering places where everyone has the opportunity to grow and learn. We follow our key values of Empowerment, Curiosity, Play, Compassion, Commitment and Difference.

In February 2022, we opened our first children's home in Sutton, which can support up to six 12-18 year olds. It is an award-winning building and sets a new standard for children's homes in the UK. You can read more about the home [here](https://lptrust.org.uk/sutton-london/) and see a virtual tour of the building [here](https://my.matterport.com/show/?m=ZmCZntDjkVj).

We are recruiting a Children’s Home Administrator and Team Assistant to provide high-quality and efficient administration and business support to contribute to Lighthouse Pedagogy Trust’s overall aim to improve outcomes for children.

Difference is one of our core values, and we strive to take the broadest possible view of diversity. We value people from all backgrounds – by this, we mean ethnicity, gender, age, and any other visible or invisible quality that makes you unique. We welcome that every person brings their own perspective and experience to our children’s homes, to contribute to our vision.

Lighthouse Pedagogy Trust is a charity that sits within the Catch22 group of organisations, running independently on a day-to-day basis.

## Your role

As the Children’s Home Administrator and Team Assistant based in our children’s home, you will make a significant contribution to the smooth running of the organisation. Key responsibilities include:

* **Children’s home maintenance** –Carry outday-to-day management and maintenance of the home, including overseeing the maintenance log, liaising with contractors and ordering supplies.
* **Health and safety** – Take on the role of Health and Safety rep for the home, and conduct regular health and safety risk assessments and checks to ensure we remain compliant with regulations.
* **Support the team and children –** Provide practical assistance to the team and children, such as running errands and helping with school runs.
* **Finances and reporting** – Assist with the financial management of our home and organisation, including invoices, expenses, children’s pocket money and petty cash.
* **Administrative support** – Manage the office operations, maintain accurate records and order supplies, attend meetings, diary management, manage IT equipment, and train staff on systems.
* **Staff and professional development –** Maintain staff records such as timesheets, DBS checks and training records and assist with the recruitment and induction of new staff.

As a small organisation, there will be opportunities for you to get involved in other areas depending on your interests and skills.

## About you

This role will suit someone who enjoys closely with the team at the children’s home, while also being autonomous and able to work independently. You will be good at proactively anticipating issues that may arise and enjoy problem-solving to overcome these issues. We are looking for someone who works efficiently and likes to get things running smoothly and efficiently.

You will need to have experience working in an administrative, operational or assistant role and be capable of planning and prioritising your workload. You will need to be comfortable working with Microsoft Office (Outlook, Word, Excel). You will need to be well organised, with strong written and verbal communication.

You will be working from our children’s home, so you will need to be comfortable working in this environment. The children in the home have emotional and behavioural difficulties, so sometimes this will require flexibility and patience. If you have worked in a children’s home or similar environment before that would be desirable, but it is not essential.

It would be preferred, but not mandatory, if you possess a valid driver's license and are willing to drive the car provided by the children's home to transport the children to and from school, appointments, family visits, or any other necessary places from time to time.

We believe it is important that our home has a family feel and that we create an inclusive culture, and we expect all our staff to play a key role in this.

**Safer Recruitment**

At Lighthouse Pedagogy Trust, we are committed to safeguarding all children and young people in our care. As part of our recruitment process, we conduct rigorous checks and vetting of all applicants in line with legal and regulatory requirements, and best practice.

Everyone who works in our homes will be responsible for safeguarding young people and putting their safety and wellbeing first.

This post is subject to an Enhanced Disclosure and Barring Service (police records) check, including overseas police checks where necessary.  Please note that this post is exempt from the limitations of the Rehabilitation of Offenders Act, and as such all previous cautions and convictions will need to be disclosed as part of any application.  

For further information about the process please go to: <https://www.gov.uk/dbs-check-applicant-criminal-record>

## Role and responsibilities

**Maintaining the children’s home**

* Be responsible for the day-to-day management and maintenance of the building, grounds, equipment and resources to create a safe, healthy and nurturing environment for children and staff.
* Understand and manage building systems such as key cards, keys, heating and hot water.
* Oversee the maintenance log for the home and find solutions to issues that arise, such as a burst pipe, faulty appliance or issues with the Internet connection.
* Liaise with Catch22 services or external contractors where required for the maintenance of the home, such as arranging repairs.
* Oversee projects related to the maintenance or improvement of the building and garden, such as renovations.
* Manage the sourcing, onboarding and induction of new contractors.
* Manage annual maintenance contracts, such as PAT testing, legionella management, heating and hot water and appliance servicing.
* Monitor and order supplies for the home, such as stationery, household and cleaning products.

**Health and Safety**

* Take on the role of health and safety representative for the home.
* Carry out and update health and safety checks and risk assessments for the home.
* Work with the Registered Manager to ensure the home is compliant with health and safety regulations and other legal requirements.
* Maintain health and safety records for the home, ensuring regular health and safety checks are complete and tracking and updating actions from Health and Safety audits.
* Liaise with Catch 22 Health and Safety Team to support compliance in the home.

**Support the team and children**

* Run errands as needed to support the day-to-day running of the home, such as going to the supermarket or picking up supplies.
* Drive the children to and from school, appointments, family visits or other places as needed using the vehicle provided by the children’s home (if a full driving licence is held).
* Provide day-to-day assistance to the team and children in the home, responding to everyday enquiries from colleagues and issues that arise where the team requires administrative, operational or practical support.
* Communicate effectively with colleagues, families, visitors, and all other professionals and agencies.
* Share information appropriately in secure formats in line with GDPR, professional boundaries and confidentiality requirements.

**Finances and reporting**

* Assist with the financial management of the home, including raising POs, invoicing, using expense cards, and updating petty cash and other financial accounts.
* Assist with organising children’s pocket money and savings accounts.
* Be aware of and adhere to all relevant financial procedures and report any discrepancies to your manager immediately.
* Manage regular payments and subscriptions for services for the home, such as the weekly food shop and TV streaming accounts.
* Support the Registered Manager with budgeting and financial planning for the home (desirable if previous experience allows)

**Administrative support**

* Answer telephone calls and take messages.
* Support in the set-up and maintenance of IT systems for the home.
* Train new staff members on how to use IT systems.
* Operate and maintain all office equipment and IT hardware, and liaise with IT services or contractors, as relevant, to report or correct technical issues.
* Plan and prioritise own week-to-week activities to ensure operational efficiency.
* Support the Director and Registered Manager with diary management.
* Arrange meetings, book rooms, and arrange travel and accommodation when required.
* Find venues and manage invites for our team away days, strategy days and social events.
* Manage our enquiries mailbox and respond to queries that come in.
* Manage annual updates of policies and processes, and ensure key documents are kept up to date and are reviewed on a regular basis.

**Staff and professional development**

* Maintain staff records including timesheets, training records, appraisals, DBS checks and TOIL records.
* Audit employee files to ensure our records are up to date and meet regulatory requirements.
* Support the manager to ensure consistent quality of care, including organising team meetings, preparation for inspections and learning and development activities.
* Assist with the recruitment, onboarding and induction of new staff.
* Oversee other supporting roles in the home, such as the gardener, handyperson and cleaners, as required.
* Manage exit checklists for staff leaving the organisation.
* Regularly attend supervision with your line manager, participate in performance appraisal processes and maintain your own professional knowledge and skills through training and professional development activities.

**Safeguarding**

* Establish trusting and supportive relationships with the young people who live in the home.
* Have a good understanding of agency whistleblowing procedures and report to appropriate safeguarding leads and agencies any concerns or evidence regarding poor practice.

**Working for Lighthouse Pedagogy Trust**

* Promote and embed Lighthouse Pedagogy Trust’s vision and values in our children’s homes.
* Uphold and promote Lighthouse Pedagogy Trust’s equality and diversity policy and proactively challenge discriminatory practices.
* Continually seek out ways to improve Lighthouse Pedagogy Trust and Catch22’s services and identify new opportunities.

The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the organisation, or as may be requested by your manager.

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| **Children’s Home Administrator and Team Assistant: Person Specification** | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | * GCSE English and Maths grade C or above, or equivalent, or able to evidence ability at an equivalent level. | * Other relevant professional qualifications, such as HR, business administration or finance. | Application |
| **KNOWLEDGE/ EXPERIENCE** | * Demonstrable experience in a broadly similar role * Experience in building/facilities maintenance. * Experience providing administrative and coordination support to a team. * Experience supporting financial processes, such as expense systems and petty cash. * An understanding of employment and health and safety matters necessary for the effective and safe running of the home. | * Experience managing budgets booking keeping or accounts and financial planning. * Knowledge of the law, regulations and best practices in relation to looked after children. * Experience working in a setting with children, young people or vulnerable groups. | Application / Interview |
| **SKILLS & ABILITIES** | * Ability to communicate clearly, logically and effectively both orally and in writing with children and adults. * Strong Microsoft Office skills, including Outlook, Word and Excel * Well organised with strong administrative skills. * Ability to prioritise and plan own workload * Ability to deal with conflicting priorities and work with minimal supervision. * Ability to take on the challenges of working in a residential children’s home environment. | * Ability to develop systems and processes to support effective service delivery. * Ability to analyse data and create reports. | Interview |
| **OTHER** | * A personal commitment to professional development. * Willingness to undergo enhanced DBS check and register with the online update service (this check will be carried out prior to starting and funded by Lighthouse Pedagogy Trust, you do not need to currently hold a DBS to apply). | * Full driving license and willing to drive the children to school or other appointments using the home’s car (or own vehicle). * An interest in innovative approaches to children’s residential care. | Interview |