

JOB DESCRIPTION

Job Title	CDOP Administrator		
Salary	£ 19,698 - £23,080		
Directorate:	East Berks PH Hub	Section/Location:	DPH
Grade/Salary Range	BG-I	Work style:	Home Flex

Key Objectives of the role

Provide comprehensive and effective administrative and secretarial support to the CDOP Coordinator.

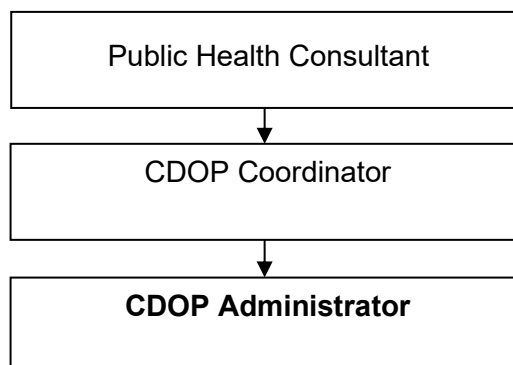
Ensure business priorities are met by maintaining records, creating files, minute taking, data inputting and collection of information via eCDOP, which may be distressing and is highly confidential. This post will require an individual with well-developed inter-personal skills and the ability to maintain professional composure in stressful circumstances.

Work proactively and enthusiastically to support the team.

Ability to work jointly and on own is essential, as is a high degree of emotional resilience.

There is a degree of unpredictability of service need and the post holder must be adaptable and flexible.

Designation of post and position within departmental structure



Daily and monthly responsibilities

1. Utilise excellent communication skills, written and verbal, with a wide range of people and external agencies.
2. Open all descriptions of mail and distribute/dispatch accordingly, ensuring appropriate action is taken with high-priority material.
3. Daily use of eCDOP: a web-based tool used in the management of the child death process. This will involve the processing of notifications, requesting information from a variety of agencies; liaising with QES regarding updates: fixing user problems and making suggestions for improvement. Ad-hoc training of users may be necessary.
4. General administrative duties with administrative support for the arrangement of conferences and CDOP meetings, taking minutes and circulating as required.
5. Assist in the preparation and production of reports for the CDOP as required.
6. Compilation of the CDOP newsletter and update of the CDOP website.
7. Deal with telephone enquiries in an efficient, empathetic and sensitive manner. Exercise judgment when dealing with enquiries; analyse and resolve calls from a range of agencies.
8. Preserve confidentiality and be aware of the Data Protection Act, FOI and Access to Health Records.
9. Manage diaries including cover arrangements for periods of absence.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Scope of role

- This post holder will assist the CDOP Coordinator to manage the effective running of the Pan Berkshire Child Death Overview Panel (CDOP) and the delivery of excellent outcomes which ultimately leads to a reduction in child death.
- The role is part-time (22 hours).
- Staff directly managed – None
- Contracts managed – None
- Flexi / Home working
- The postholder will ensure that where they are collecting, calculating, recording, analysing or reporting data, it is accurate, reliable and consistent to ensure that decision-making processes are based on the highest quality data in accordance with the Council's Data Quality Statement. The postholder will also ensure that sensitive and personal data is handled in accordance with data protection legislation and Council policy.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills & Qualifications	<p>Educated to Vocational Qualification Level III in a relevant subject or equivalent level of qualifications or significant equivalent previous experience and knowledge.</p> <p>English and Mathematics GCSE at grade C or above or equivalent.</p>	<p>Vocational Qualification Level III in Business Administration or equivalent</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Working knowledge of Microsoft Office including Word and Excel.</p> <p>Understanding of confidentiality & data protection act.</p> <p>Substantial experience of working in an administrative environment using computerised data systems.</p> <p>Experience of building effective working relationships with customers and colleagues/staff.</p> <p>Good writing, typing, minuting and data entry skills ensuring accuracy.</p> <p>Excellent communication skills - both face-to-face and over the telephone</p> <p>Ability to work effectively as part of a team.</p> <p>Ability to use initiative to organise and prioritise own workload and set deadlines within the scope of role</p> <p>Flexible and adaptable, willing to learn new skills</p> <p>Able to analyse problems and initiate appropriate solutions effectively</p> <p>Able to apply tact and sensitivity to establish trust and support.</p>	<p>Knowledge of the Child Death Review Process and its statutory function</p> <p>Experience of working in a local authority, health setting or office environment</p> <p>Experience of working in safeguarding</p>

Resilience to cope with investigation of the subject.

There may be telephone contact with other agencies e.g. schools, requiring well developed inter-personal skills and the ability to maintain professional composure in stressful circumstances.

Exposure to paperwork and discussion of challenging and distressing issues in relation to child death, which requires a high degree of emotional resilience.

**Work-related
Personal
Requirements**

Excellent all-round communication skills both written and oral.

Good attention to detail.

Calm, assertive, friendly approach.

Pro-active, problem solving approach to work tasks.

Able to use initiative and work with minimal supervision.

Ability to build effective relationships with a wide range of internal and external stakeholders.

Work effectively under pressure in a busy, diverse and demanding environment.

Tact and diplomacy.

A strong team player.

Willing to work flexibly and adaptability.

Understanding of Confidentiality and Data Protection issues.

**Other Work
Requirements**

Discretion and trustworthiness – you will often be party to confidential information.

A satisfactory enhanced Disclosure and Barring Service check.

Understanding of and commitment to the requirements for safeguarding children, young people and vulnerable adults.

**KEY
CRITERIA**

ESSENTIAL

DESIRABLE

Role models and demonstrates the Council's values and behaviours



All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.