

JOB DESCRIPTION

Job Title	Project Administrator ('RUNA')
Contract Type	Fixed Term Contract until 31st October 2021 (funded by the Big Lottery)
Hours to be Worked	3hrs per day Monday – Friday, totalling 15 hours per week. The standard working morning at Urban Outreach (UOB) is 9.00am – 12.00noon. Slightly earlier or later start and finish times, totaling 15hrs pw are possible if need be.
Place of work	The principal place of work is currently 'Environ House', Salop Street, Bolton. The post-holder may however be required to work at various other operational locations within Bolton as deemed appropriate for the execution of specific duties.
Directly responsible to	'RUNA' Team Leader
Directly responsible for	n/a

Summary and Context for the Role:

Every year many hundreds of children and young people in Bolton go missing from their family homes, from school and from the 'looked after' system. We developed the 'RUNA' project (Remember U are Not Alone) in response to this crisis.

Our RUNA team works alongside Greater Manchester Police, Bolton Council, parents, carers and local schools to ensure runaways are returned safely and as quickly as possible. The service provides advice, guidance and support to the children and young people who have gone missing and those who are at risk of running away.

Our RUNA workers make contact with every child who is reported missing to the police in Bolton. They work closely with Bolton Council and police officers, supporting young people, their families and schools in order to minimise risks and further incidents.

A unique aspect of our service is the joint visits and intelligence sharing arrangements we have with Greater Manchester Police, who have placed a dedicated 'Missing from Home' officer to work alongside our staff.

This post provides administrative support to our RUNA team and is funded by the Big Lottery's 'Reaching Communities' Fund which takes action on the issues that matter to people and communities - enabling people to fulfil their potential by working to address issues at the earliest possible stage.

Main Duties:

1. Provide administrative support to our front line RUNA Workers and Team Leader.
2. Enter data into and maintain RUNA management information systems and databases including opening and closing cases, data inputting; ensuring case histories, log sheets and all paperwork are up to date at all times.
3. Collect data from information systems and databases to support the Team Leader in the production of reports.
4. Share information about young people and provide updates to other professionals and agencies as required in accordance with data sharing agreements, UOB protocols and relevant legislation.
5. Prepare agendas and case list details for weekly meetings and prepare / disseminate notes of such meetings.
6. Prepare and send standard letters and emails to client families and professionals as required.
7. Support the production, distribution and display of educational materials and mail-outs and assist in the organising and planning of school based activities.
8. Administer the RUNA filing system, archiving and the shredding of confidential and sensitive material.
9. Provide administrative support to internal and external audit processes as required.
10. Recognise personal and professional boundaries and work at all times within the policies and procedures of Urban Outreach Bolton (UOB). This includes child protection, safeguarding vulnerable adults, health and safety, data security and confidentiality.
11. Be vigilant in safeguarding children and young people from harm and participate fully in any child protection procedures.
12. Act professionally at all times, representing the best interests of UOB in all dealings with clients, partner agencies and other groups.
13. Support UOB staff in developing and promoting the RUNA project.
14. Provide administrative and practical support to other UOB projects as and when required.
15. Undertake relevant training and continuous professional development.
16. Participate fully in one-to-one competency appraisals, supervision and team meetings.

PERSON SPECIFICATION

Please try to show on your application form, how you meet all the items on this specification. Your response will be used for shortlisting and interview purposes.

Essential Criteria

Knowledge, Skills and Experience

1. Demonstrable personal commitment to the charitable objects and Christian ethos of UOB.
2. Personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination, and a willingness to 'go the extra mile' for clients.
3. Good skill and experience in office based administration.
4. Good skill and experience in inputting, extracting and reconciling data from spreadsheets, databases and management information systems.
5. A good working knowledge of software packages including Outlook, Word, Publisher, Excel and Access.
6. Good general knowledge of safeguarding, data protection, confidentiality and health and safety, and their practical application to a project such as this.
7. Good customer service skills and the ability to engage and communicate effectively with vulnerable clients and families as well as professionals and other agencies.
8. Good attention to detail. Able to communicate written and verbal information in a timely manner with clarity and accuracy.
9. Able to work on own initiative, set own priorities in order to achieve timely results.
10. Able to work effectively as part of a wider team at UOB, supporting one another to achieve a shared vision, mission and aims.

Training and Qualifications

11. This role involves direct work with vulnerable people, requiring an Enhanced Disclosure and Barring Service (DBS) check. We can arrange this.
12. In addition, must pass Greater Manchester Police Security Vetting procedure.

Desirable Criteria

13. Experience of working with vulnerable adults and children.
14. A relevant professional qualification.