



National Network of Parent Carer Forums

'Our Strength is Our Shared Experience'

NNPCF Administrative Support Job Description (Management Team role)

Reporting to: Co-Chairs
Location: Home based
Hours: Up to 36 days per annum. To be reviewed each year as a part of the budgeting process. Pay for the current year is set at £147 per day.
Employment status: Contractor appointed by the Co-Chairs and approved by the Steering Group. We are in the process of reviewing this and subject to Board approval this role will have employee status from April 2022 onwards. Attendance at Steering group meetings may be required. This role does not carry voting rights in Steering Group decisions

Role purpose

Supporting the NNPCF steering group and management team in performing the administrative functions of the NNPCF. This may include some support with diary and document management.

Key responsibilities

Administrative support for the running of the NNPCF

- Maintain the management teamwork plan. This includes the management team action points list and the one year forward look of upcoming events (e.g. conferences) and activities (e.g. annual reports filing)
- Update and maintain NNPCF policies to ensure that they are fit for purpose and reviewed on a regular basis by the NNPCF steering group (note NNPCF steering group remains responsible for content and approval of all policies)
- Update and maintain NNPCF process documentation including process maps (e.g. documentation of the payroll, accounting and closed social media group update process)
- Maintain NNPCF documentation and files sharing tools – ensure that file directories are appropriately used and key documents are stored in the right place, accessible by the right people
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Support for the NNPCF management team

- Support the participation lead in organizing and supporting the work of the national representatives' team
- Support the communications lead in maintaining NNPCF social media group memberships
- Support the communications and IT leads in monitoring NNPCF e-mail addresses (e.g. info@ email address)
- Support the NNPCF IT lead in maintaining NNPCF e-mail system and e-mail accounts (e.g. assigning accounts to new staff)
- Support NNPCF IT lead to ensure data security and appropriate data back-ups
- Support the communications lead in reviewing feedback from social media platforms
- Supporting the NNPCF finance lead and cochairs in preparing contract and KPI reporting

Support for the NNPCF steering group

- Support NNPCF staff in completing timesheets if required
- Support NNPCF staff in completing expenses forms if required
- Support NNPCF staff with diary management if required (e.g. helping to find times that people are available using doodlepoll)

Other

- Take an active part in the NNPCF's external events
- Support any fundraising, services, education and public affairs activities
- Participate in cross-functional projects
- Utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF

Additional information

The above list is indicative only and not exhaustive. This role will be expected to perform all such additional duties as are reasonably commensurate with the role.

NNPCF Administrative support – personal specification

Personal qualities

- Organised, structured way of working
- Good interpersonal skills
- Able to manage a number of different activities, projects and priorities
- Able to take responsibility for processes and execute them reliably and effectively
- Able to confidently take and implement decisions
- Is fair, ethical, and considered
- Influential and charismatic

Experience

Desirable

- Experience of working in an administrative role
- Knowledge and understanding of parent carer forums, coproduction and SEND

Knowledge and skills

Essential

- Good understanding of the objectives and priorities of the NNPCF
- Good understanding of the work of parent carer forums
- Good Microsoft office skills
- Effective planning and project management skills
- Ability to work independently and as part of a small team
- Excellent organisational skills with the ability to manage own workload, work independently and achieve results without close supervision
- A commitment to work in accordance with the principles of equality and diversity
- A flexible approach and willingness to learn and develop

Terms

The role will be reviewed annually with the budget being set each year.

The post will involve lone working and working out of normal office hours. It will also involve some local and national travel and occasional over-night stays.