

Job description

Administrative Assistant (Training and Events)

Team: Training and Events

Reporting to: Senior Training Administrator

Salary range: £24,890.32

Work pattern: Monday - Friday

Contract type: permanent

Location: based in London, hybrid of office and home working

About CoramBAAF

We part of the Coram Group and are the UK's leading membership organisation for professionals dedicated to improving outcomes for children and young people in care. We are also a training provider, publisher, advice line and at the frontline of policy and practice reform.

The CoramBAAF vision is that every child and family has the care and support they need to thrive. Our mission is to support and empower professionals to do the best for children and families who come into contact with adoption, fostering and kinship care. Our values are support, curiosity, ambition and integrity.

Our corporate members in England, Wales, Scotland and Northern Ireland represent 94% of all local authorities as well as regional adoption agencies, health and social care trusts, independent fostering providers and voluntary adoption agencies, and cover 88% of all children and family social workers.

Our 650+ individual and associate members - comprising lawyers, health professionals, educational institutions, therapeutic and family support services, and more - reflect the nature of our work across adoption, fostering and kinship care. Our members make up the largest network of organisations in this sector

About the Coram Group

CoramBAAF is part of the Coram Group. Our mission is to develop, deliver and promote best practice in the support of children and young people. Our vision is that every child has the best possible chance to lead a fulfilling life. We champion what matters most for children, creating better chances, and a brighter, happier future.

About the Training and Events team

CoramBAAF has a long-standing reputation as a provider of high-quality training, conference and consultancy services aimed at social work, health care and legal professionals and also, when appropriate, adopters, fostering and kinship carers.



CoramBAAF runs a workshop and conference programme across England and offers bespoke training services to agencies. We run a mix of face-to-face and online delivery. Consultancy services typically include responding to specific commissions to review aspects of services.

The Training and Events Team works in close collaboration with staff across CoramBAAF, including colleagues with roles in policy and development, advice, information and knowledge, membership services, and publications.

About the Publications team

CoramBAAF is one of the UK's key publishers on adoption, fostering and childcare, with over 200 titles in print. The Publications team produces books and other resources for social workers, adopters, foster carers, looked after and adopted children, academics, and health and legal professionals.

The team also produces the *Adoption & Fostering* journal. This is the only quarterly peer-reviewed journal dedicated to adoption and fostering issues. Over the years, it has gained an international reputation as one of the world's leading sources of knowledge for academics, practitioners and all those concerned with childcare practice and research.

About the Policy, Research and Development Team

As a professional membership organisation CoramBAAF is responsible for delivering high quality evidence-based policy and practice advice and updates to its members and other relevant stakeholders, including central and local government.

The PRD team consists of consultants who specialise in different forms of family placement from an interdisciplinary perspective including social work, legal, health and research. Core to the team's role is the contribution to membership services and products, including publications, conferences, briefings, practice notes and forms. The team also convenes advisory committees and practice forums that support and inform our work.

About the Membership and Licences Team

CoramBAAF's membership is central to the organisation's aims and activities. The Membership and Licences Team provides a comprehensive service to corporate members in England, Wales, Scotland and Northern Ireland - representing 94% of all local authorities as well as regional adoption agencies, health and social care trusts, independent fostering providers and voluntary adoption agencies – as well as more than 650 individual and associate members. CoramBAAF members make up the largest network of organisations and individuals involved with children in their journey through the care system.

The team handles membership enquiries, tracks member renewals and enrolls new members, implements recruitment and retention strategies, and co-ordinates service delivery of a wide range of benefits to members. This includes managing the licencing of CoramBAAF's health and social work



report forms, essential to practice in adoption, fostering, kinship care and other substitute care UK-wide.

About the Communications, Marketing and Website team

This small, busy team is responsible for all internal and external communications across CoramBAAF. Utilising a range of channels and platforms the team works to raise the profile of the organisation, and share news of its latest activities, products and services with key stakeholders including CoramBAAF members, policymakers and researchers, organisations and professionals in the child care sector, and the adoption, fostering and kinship communities. The team is also responsible for managing the CoramBAAF brand through the development of tools and assets to both improve brand recognition and increase engagement and brand loyalty with members, supporters and customers.

About the Advice and Information team

The team provide high quality professional information, advice and knowledge management services to support the work of CoramBAAF members and colleagues. Our advice line, which covers all aspect of adoption, fostering, kinship and related areas, is busy and popular with members and prioritises speed and quality of service. A key feature of the advice line is our access to in-house legal and health consultants and policy and practice specialists.

Advice is also closely allied with our Information Service, which supports the advice line with up-to-date research, resources and statistics. Their role also includes managing CoramBAAF's specialist library, the largest collection of adoption and fostering related resources in the UK, and producing the *CoramBAAF Digest*, a unique monthly current awareness briefing for everyone working in adoption, fostering, kinship and child welfare covering latest developments in legislation, parliamentary activity, policy, consultations, research, statistics and online resources throughout the UK. The Information Service is also an invaluable internal resource, assisting with survey design and data governance, and helping our consultants, trainers and authors to ensure that they have the latest and most accurate information for practice forum meetings, the guides we publish and the training we offer.

Main duties and responsibilities

1. Provide administrative support coordinating all aspects of the training (commissioned and open course) programme.
2. To support colleagues in high quality customer service, as well as the organisation and delivery of commissioned and open course programme and consultancy projects.
3. To accurately and efficiently process and record enquiries, commissions and booking requests.
4. To process financial transactions
5. To make appropriate and cost-effective arrangements for travel, accommodation, venues and catering.
6. To support internal and external speakers coordinating all operational aspects of events, conference and training delivery.

Enquiries and bookings

7. To provide information to members and others about the commissioned and open course programme, booking systems, and CoramBAAF activities as required.



8. To accurately record new requests and confirming bookings, compiling data, delivering timely responses and liaising as appropriate within the team.
9. To maintain and regularly update a calendar of training.
10. To liaise with training, events and consultancy service colleagues, associate trainer consultants and others on the materials and presentations for each learning event, ensuring timely delivery and preparation of training packs for delegates.
11. To support the Senior Training Administrator and Training, Consultancy and Events Manager in maintaining a robust customer database and information system, and in the generation of reports.
12. To issue certificates to delegates, receive and compile evaluations for analysis by the team.

Financial transactions

13. To raise and process invoices for training and consultancy services and receive payments in a timely manner and in accordance with CoramBAAF financial procedures.
14. To check bank statements, record financial transactions, income and outgoings.
15. To regularly chase up outstanding payments and complete the monthly debtors' report.

Remote delivery, venue, travel and other arrangements

16. To ensure that robust arrangements are in place for training that is being delivered remotely, including selecting the appropriate platform (e.g., Zoom, MS Teams etc.) providing delegates with joining instructions and supporting presenters and trainers in using the technology.
17. To book venues as necessary, ensuring accessibility and high standards in the quality of the training environment, including disability access and necessary IT facilities.
18. To make cost effective catering arrangements.
19. To make cost effective travel and accommodation arrangements for trainers and be in attendance at training as required.
20. To maintain effective liaison with presenters and trainers.

Administrative support

21. To convene and make arrangements for internal and external meetings, distribute agendas and provide clear and concise notes/minutes as required.
22. To maintain relevant information about Associate Trainer consultants.
23. To support the service manager and Senior Training Administrator with correspondence, responding to enquiries, maintaining records and managing data.

Other responsibilities

- To recognise and challenge all forms of discrimination and prejudice in the workplace.
- To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity.
- To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.



- To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR).

Person specification

Essential

- Demonstrable experience of administrative work in a busy office/team environment.
- Excellent IT skills including use of the MS suite of applications – Word, Excel, PowerPoint, Outlook, plus experience using CRM databases and video conference software platforms such as Zoom and MS Teams.
A high level of attention to detail and accuracy.
- An ability to accurately record and transcribe minutes.
A good level of communication skills (oral and written) that supports developing and maintaining good relationships with internal and external stakeholders.
- Good interpersonal skills, including a confident and courteous manner when liaising with external agencies and members.
- Ability to work flexibly, be responsive to changing demands and to work collaboratively as part of a busy team.
- Ability to successfully plan, manage and monitor multiple projects.
- Ability to use initiative and work independently.
- Commitment to the implementation of Coram’s equality and diversity policies and procedures.

Desirable

- Qualification in Business Administration (minimum Level 2)
- Experience of raising invoices, managing card payment and chasing debtors

Behaviours and values

- A confident and courteous manner.
- Effective group work skill.
- An ability maintain confidentiality.
- An ability to operate in ways that are cost-effective.
- Commitment to the implementation of Coram’s equality and diversity policies and procedures.