

## Job description – Section 29 Administrator

<b>Grade:</b>	1 – Administrators
<b>Reporting to:</b>	Team Co-ordinator/Scrutiny Officer
<b>Working closely with:</b>	Head of Legal and all members of the section 29 team.
<b>Main purpose of job:</b>	Ensuring the efficient coordination and administration of the work of the section 29 team.
<b>Working conditions: (i.e. shift work, flexi time, overtime)</b>	<p>The appointment is <b>part time</b> for <b>30</b> hours per week.</p> <p>Due to the nature of the work, occasional attendance beyond the organisation's core working hours will be required. Flexi time is available.</p>
<b>Key tasks and responsibilities:</b>	<p>To ensure the efficient administration and coordination of the section 29 processes.</p> <p>To categorise and enter information on to the Case Management System and other data holding systems in accordance with the agreed procedures and deadlines, checking for accuracy.</p> <p>To liaise with regulatory bodies and other third parties regarding case papers, case meetings, and appeals, and to keep track of deadlines.</p> <p>To produce statistical data for internal monitoring and for publication on our website.</p> <p>To provide administrative support for section 29 case meetings, including organisation of meetings in liaison with attendees, preparing case papers, and corresponding with internal and external parties.</p> <p>To draft section 29 case meeting notes, as well as ensure its publication on our website and to carry out redactions.</p> <p>Assist with maintaining policies and manuals.</p> <p>To undertake other administrative tasks to facilitate the efficiency and effectiveness of the team</p> <p>To carry out initial consideration of simple section 29 cases, in accordance with our guidance and processes, when required.</p> <p><b>and any other duties that can reasonably be assigned in relation to the grade of the post.</b></p>

## Person Specification – Section 29 Administrator

	Essential:	Desirable:
<b>Education, Qualifications and Training</b>		
<b>Special Skills / Knowledge</b>	<ul style="list-style-type: none"> <li>• Able to routinely produce accurate data</li> <li>• A team worker capable of working to deadlines under their own initiative</li> <li>• Ability to stay calm and multi-task</li> <li>• Confident, professional and courteous manner</li> <li>• Clear/Good verbal and written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Analytical skills</li> <li>• Accuracy and attention to detail</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of handling confidential information</li> <li>• Experience of carrying out general administrative functions, including managing databases/case management systems, organising meetings preparing multiple documents, drafting letters and meeting notes</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in an administrative and/or coordinator role</li> <li>• An understanding of regulatory and/or complaints handling processes</li> <li>• Experience of compiling statistical data Experience of engaging with internal and/or external stakeholders</li> </ul>