

Role Profile

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	MARAC Administrator
Grade	PS5	Reports to (role title)	Domestic Abuse Programme Manager
		Directorate/School	CFL Commissioning
		Service/Department	Safer Communities
JE Band	161-191	Date Role Profile was created	Nov-21

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The MARAC Administrator will support the administration of the MARAC process (See Work Context for more info). Key duties include:</p> <ul style="list-style-type: none"> Support the work of MARACs, meetings and workshops. This involves arranging dates of meetings, compiling agendas; checking and co-ordinating agendas and other papers, making necessary arrangements for meetings, including securing venues, displaying public notices, supporting the chair, inviting guests and distributing and despatching on time all necessary papers, attending meetings; drafting minutes and reports; and co-ordinating such follow-up action as may be necessary. To attend, deliver and participate in training, meetings and seminars and to organise and deliver training, briefings and presentations for partners and representatives Interpret, collate and analyse complex information/statistics in relation to the service area for the ongoing monitoring of performance/progress. Keep records up to date, provide reports as required and monitor performance against strategic objectives and relevant indicators. <p>The roleholder will protect and uphold the safety and security (including Health and Safety) of the service users, staff, volunteers and buildings, and the confidentiality of records and other information in line with data protection, and the rights of women and children experiencing domestic abuse. They will be proactive, solution-focused, and responsible for your personal learning and development, including keeping up to date on relevant research and legislation, and participating in supervision, training and meetings as required. The role holder will be expected to work across teams and undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.</p>
Work Context	<p>Multi Agency Risk Assessment Conferences (MARACs) are multi agency meetings where statutory and voluntary agency representatives share information about high-risk victims of domestic abuse in order to produce a coordinated action plan to increase victim safety.</p> <p>The four aims of MARAC are to:</p> <ul style="list-style-type: none"> Safeguard victims of domestic abuse. Manage perpetrators' behaviour. Safeguard professionals and Make links with all other safeguarding processes. <p>Surrey currently has five MARAC meetings (Spelthorne has recently (Late 2021) been added to the Runnymede and Elmbridge MARAC for a trial period of 6 months). Between them they cover the geographical area of Surrey, each meeting fortnightly. This role aims to improve the administrative function associated with the set up and running of these meetings.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Ensure information and records are processed and stored to agreed procedures. Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Follow established ordering procedures to ensure adequate resources are available to meet work requirements. <p>Work with others</p> <ul style="list-style-type: none"> Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all Values: To uphold the values and behaviour of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. Familiar with one or more of the specific processes used in business, communication, financial or HR administration. Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. Competent in a range of IT tools. Ability to work with others to achieve objectives and provide excellent customer service. Good written and oral communication skills with the ability to build sound relationships with staff and customers. Ability to prioritise and plan own workload in the context of conflicting priorities. Experience of working in a busy office environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> Ability to provide excellent customer service and be prepared to go the extra mile in meeting people's needs. Ability to positively manage challenging telephone conversations. Understand the need for confidentiality Demonstrate willingness to undertake continuous professional development Ability to use feedback to develop and reflect and learn from own behaviour, identifying impact of actions on others DBS check will be required Some physical effort may be required Prepared to be located in non-office environments e.g. Children's Homes.
Role Summary	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>
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