



## JOB DESCRIPTION – DBS Administrator

<b>JOB TITLE:</b> DBS Administrator	<b>SALARY:</b> £20,000 FTE
<b>LOCATION:</b> Community Action Suffolk, Brightspace	<b>HOURS:</b> 18.75 hours per week
<b>ACCOUNTABLE TO:</b> HR Manager	
<b>JOB PURPOSE</b>	
<ul style="list-style-type: none"> <li>• To manage the day to day running of the CAS Subsidiary DBS at CAS Ltd</li> <li>• To conduct the monthly financial processes for the subsidiary</li> <li>• To assist in the development of marketing plans and campaigns</li> <li>• To provide general administrative support to CAS where necessary</li> <li>• To be an ambassador for CAS supporting and promoting CAS's diverse range of products and services</li> <li>• To be a positive and flexible member of a high performing team</li> </ul>	
<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
<p><b>To manage the day to day running of the CAS Subsidiary DBS at CAS Ltd</b></p> <ul style="list-style-type: none"> <li>• To act as a counter-signatory</li> <li>• To deal with all incoming DBS applications – checking for accuracy and compliance and within the agreed service times and procedures</li> <li>• To ensure the service remains compliant with the requirements of the DBS's Code of Practice</li> <li>• To support the users of our service to be compliant with the requirements of the Disclosure and Barring Service through the provision of guidance from the DBS, advice and support</li> <li>• Assist customers with queries on using the service and e-bulk system</li> <li>• Provide accurate guidance on eligibility queries and DBS processes</li> <li>• To keep all the users of our DBS service up to date on changes to DBS guidance and legislation</li> <li>• To provide support to users of the service around compliance and evidence checking</li> <li>• Accurately and efficiently set up new customers on the e-bulk system</li> <li>• Where necessary conduct ID verification checks for DBS applications</li> </ul>	

**To conduct the monthly financial processes**

- Produce the monthly invoicing for checks completed and send to customers
- Input invoices for payment and liaise with the Finance Department for processing
- Monitor payments received for invoices and send reminders for outstanding invoices
- Reconcile the checks processed against the invoices generated to keep income accurate and up to date

**To assist in the development of marketing plans and campaigns**

- Assist in planning and content creation for marketing campaigns
- Create/post content on our website and social media accounts
- Collect and collate regular feedback from service users

**To provide general administrative support to CAS where necessary**

- To provide a wide range of general administrative tasks that supports CAS and its work including:
  - Data inputting and analysis
  - Taking and writing minutes for meetings
  - Order and maintain stock lists of supplies
  - Collating, drafting and sending documents and correspondence
- Provide support services and cover for reception as required

**To be an ambassador for CAS supporting and promoting CAS's diverse range of products and services**

- To develop and maintain an expert working knowledge about the diverse range of CAS's products and services and seek to raise awareness and promote these locally and wherever possible
- To be a first point of contact to share knowledge about who to turn to for support in CAS
- To actively promote the benefits of the CAS network

**To be a positive and flexible member of a high performing team**

- To work collaboratively with colleagues to find solutions to issues as they arise
- To take responsibility for a range of activities as specified by the HR Manager

**PERSON SPECIFICATION**

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• A good general standard of education</li></ul>
<b>Knowledge, Experience and Skill</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• At least 2 years experience of effective general administration</li><li>• Excellent written and verbal skills with a customer focused approach and experience of communicating with a diverse range of people</li><li>• Highly organised and structured organisational and time management skills with the ability to adapt to changing priorities and needs</li></ul>

	<ul style="list-style-type: none"> <li>• Excellent attention to detail</li> <li>• Able to analyse information and use it to make decisions and/or recommendations</li> <li>• Able to convey complex information in an easily understandable and accessible way</li> <li>• Discrete and able to work with confidential and sensitive information</li> <li>• Able to work on own initiative within specified guidelines and processes</li> <li>• Experience of working to targets</li> <li>• Willingness to learn new skills</li> <li>• To develop, establish and maintain good working relationships across all internal and external teams</li> <li>• An understanding of financial processes including preparing and sending invoices and maintaining customer databases</li> <li>• Excellent working knowledge of modern IT and software included Microsoft 365</li> <li>• A good understanding of databases and CRM systems</li> </ul>
	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the DBS service and eligibility criteria for application</li> <li>• Knowledge of DBS applications and their role in safeguarding</li> <li>• Experience of using the accounting system Xero</li> <li>• Knowledge of the VCSE sector and the environment within which it operates</li> </ul>
<p><b>Attributes</b></p>	<ul style="list-style-type: none"> <li>• Excellent team player with a positive attitude</li> <li>• High levels of flexibility and a can do attitude with the ability to “muck in” where required</li> <li>• A collaborative and solution based approach to solving problems</li> <li>• Ability to self manage, organise, balance and deliver against a range of competing priorities</li> <li>• Personal commitment to CAS and its values</li> <li>• An ability to contribute to an emotionally healthy and fun working environment</li> </ul>

**October 2021**