

Job Description

Disclosure Service Administrator

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| Job Title: | Disclosure Service Administrator |
| Reporting to: | ARC England Director |
| Location: | ARC England Office, Chesterfield |
| Hours of Work: | 35 hours per week |
| Salary: | £15,359 - £16,100 |

Main Purpose: To act as the Lead Administrator to provide a comprehensive and confidential Disclosure Service to members in England, Wales, Northern Ireland and Scotland to enable them to meet their statutory requirements and comply with relevant regulations.

Key Tasks:

1. To process disclosure checks for ARC customers (Online for DBS in England and Wales, online for Access NI in Northern Ireland, paper based for Scotland), in line with regulatory requirements in an efficient and accurate manner.
2. Provide advice and guidance to members of staff at organisations using the ARC Disclosure Service.
3. To research, collate and distribute guidance and information relating to regulatory requirements and working practices via telephone, email and quarterly newsletter.
4. To liaise with members, the relevant Disclosure services and Police Forces in order to monitor progress of applications.
5. To ensure that accurate records are maintained and to provide an appropriate disposal service of confidential material.
6. To promote the disclosure service and to meet agreed targets, and increase usage of the service.
7. To attend occasional meetings with external bodies including the Access NI Stakeholder group, as required.
8. To liaise with Finance Manager for monthly invoicing.
9. To support the other work streams within the Learning and Development team, assisting with administration in respect of the Workforce Development Fund and Qualifications Centre and any other administrative duties as required.
10. To participate fully in support, supervision, training and development activities and team meetings.
11. Complete any other duties and responsibilities as requested, commensurate with this role, and to work at all times in compliance with ARC England policy.

PERSON SPECIFICATION – Disclosure Service Administrator

| Requirement | Essential /Desirable |
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| Qualifications: | |
| • GSCE or equivalent in Maths and English | E |
| • Relevant Business Administration qualification | D |
| Experience: | |
| • Experience of working with databases | E |
| • Experience of data input | E |
| • Experience of general office administration | E |
| • Experience of administering criminal records checks | D |
| Knowledge: | |
| • Understanding of online application processes | E |
| • Understanding the importance of criminal records checking | D |
| Skills & Competencies: | |
| • Ability to communicate with people at all levels, both written and verbal | E |
| • A professional telephone manner | E |
| • IT competent in Microsoft Office | E |
| • High levels of attention to detail | E |
| • Ability to prioritise and manage a busy workload | E |
| • Ability to identify opportunities to promote ARC England's Disclosure Service | D |
| Personal Attributes: | |
| • Ability to work in a flexible manner | E |
| • Extremely organised | E |
| • Enterprising, pro-active, diligent, and a quicker learner | E |
| • Team Player | E |