

## **Job Description**

### **Disclosure Service Administrator**

<b>Job Title:</b>	Disclosure Service Administrator
<b>Reporting to:</b>	ARC England Director
<b>Location:</b>	ARC England Office, Chesterfield
<b>Hours of Work:</b>	25 hours per week (5 hours per day per week)
<b>Salary:</b>	£16,261 - £17,721 (pro rata)

**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. Responsible for the promotion/marketing of the Disclosure Service to meet agreed targets, and increase usage of the service.
3. Communicate advice, guidance and updates to our customers and be responsible for formulating and disseminating quarterly newsletters to them.
4. To research, collate and distribute guidance and information relating to regulatory requirements and working practices via telephone, email and quarterly newsletter.
5. To work in line with regulatory requirements and in line with GDPR.
6. To attend occasional meetings with external bodies including the Access NI Stakeholder group, as required.
7. To hold responsibility for liaising with outstanding debtors to chase payment.
8. 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.
9. To participate fully in support, supervision, training and development activities and team meetings.
10. Complete any other duties and responsibilities as requested, commensurate with this role, and to work at all times in compliance with ARC England policies.

## PERSON SPECIFICATION – Disclosure Service Administrator

Requirement	Essential /Desirable
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• GSCE or equivalent in Maths and English</li> </ul>	E
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of working with databases and data input</li> <li>• Experience of general office administration</li> <li>• Experience of administering criminal records checks</li> </ul>	E E D
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Understanding of online application processes</li> <li>• Understanding the importance of criminal records checking</li> </ul>	E D
<p><b>Skills &amp; Competencies:</b></p> <ul style="list-style-type: none"> <li>• Ability to identify opportunities to promote ARC England's Disclosure Service</li> <li>• High levels of attention to detail</li> <li>• Ability to communicate with people at all levels, both written and verbal</li> <li>• IT competent in Microsoft Office</li> <li>• Ability to prioritise and manage a busy workload</li> </ul>	E  E E  E E
<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>• Ability to work in a flexible manner</li> <li>• Extremely organised</li> <li>• A pro-active person, self-starter</li> <li>• A confident communicator</li> <li>• A Team player</li> </ul>	E E E E E