This post is subject to a satisfactory Disclosure & Barring System declaration. A full DBS check may be carried out on randomly chosen declarations which will disclose all cautions, reprimands and warnings as well as convictions.

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| **1. Post** |
| Post: | CONI Administrator  |
| Department: | Support and Development (CONI team)  |
| Salary: | £20-22,000 (depending on experience)  | Date: | July 2017 |
| **2. Supervisory responsibilities/position in structure** |
| Responsible to: | National CONI Co-ordinator  |
| Responsible for: | Supervision of volunteers who have delegated tasks  |
| **3. Main function of job** (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required) |
| The role is the frontline support for the Care of Next Infant (CONI) programme, which sits within the Support and Development Team. The role is also crucial in providing support to the CONI Team. 1. To be the initial responder for all enquiries into the CONI scheme, by telephone, email, mail and other general enquiries.
2. To process data from CONI centres on individual babies on the scheme
3. To send out and log returned questionnaires
4. To organise CONI meetings and training in conjunction with the National CONI Co-ordinator and Head of CONI
5. To cover the Support and Development Department’s helplines when required
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| **4. Main duties** (brief description) |
| Duties/Responsibilities | Level of responsibilitydirect or indirect (D/I): |
| 1. **To be the initial responder for all enquiries into the CONI scheme, by telephone, email, mail and other general enquiries.**

Co-ordinate responses to mail and email, and answer phone calls, including from bereaved parents (training will be given).Provide initial support to CONI Co-ordinators as requiredPass on clinical and complex enquiries to the National CONI Co-ordinator1. **To process data from CONI centres**

Reference and log registration forms for babies registered on the scheme (around 900 per annum)Ensure missing or incomplete data is identified and followed up. The latter role may be delegated to supervised volunteers. File and collate all completed paperwork and identify files at the appropriate time for codingEnter coded data onto the database as directed by CONI statistician1. **To be responsible for feedback questionnaires reaching all families on the CONI scheme**

To be responsible for calculating individual dates for feedback questionnaires to be sent to CONI Co-ordinators, with **due care to sensitive dates.** To log returned questionnaires and pass to the Head of CONI for review & coding1. **To organise CONI meetings and training in conjunction with the National CONI Co-ordinator and Head of CONI**

Assist the Head of CONI & National Co-ordinator in the arranging CONI meetings and training sessions (around 22 per year)To identify, in collaboration with Head of CONI & National Co-ordinator, all CONI Co-ordinators who should be invited and ensure they are invitedRespond to enquiries about CONI meetings and trainingSend out programmes and information on training sessions and pass on details to finance department for invoicesEnsure that co-ordinator manuals are collated and dispatched for training sessions. This may be delegated to supervised volunteers.   | IDIDDDDIDDDDDDDID |

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| Duties/Responsibilities | Level of responsibilitydirect or indirect (D/I): |
| **To cover the Support and Development Department’s helplines** To provide back up to the Lullaby Trust’s two helplines in responding to queriesMaintain up-to-date contact list for CONI co-ordinators and paediatricians. Co-ordinate and send out regular and one-off mailings to CONI Co-ordinators & Paediatrician Collate statistics, as required on areas of work within the CONI programme &run queries on the relevant databases to support the wider work of the charity e.g. fund raising Provide other administrative support to the CONI team as required |  |

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| **5. Requirements to carry out job** |
| Essential or desirable requirement – please indicate against each heading | E | D |
| Qualifications/education required: |  |  |
| GCSE standard, including C grades at English and MathsFurther education – A-Levels or equivalentHigher education in a health or data related field | E | DD |
| Competencies required: |  |  |
| Experience of working in an office environments for a minimum of two yearsProficiency in Microsoft Office suite including Word, Excel and OutlookExperience of communicating with a wide range of people both by telephone and in written formExperience in working in record or data handling or a medical fieldWorking knowledge of Access or other databases (to be tested at interview) | EEE | DD |
| Specialist training required: |  |  |
| Communicating with bereaved people – training will be given  |  |  |
| Any particular aptitude/skill required: |  |  |
| Ability to maintain confidentialityHighly organisedAble to work collaboratively as member of a teamAble to work methodically and enter data accurately Good speed of working | EEEEE |  |
| Personal characteristics required: |  |  |
| Willingness to adapt to changing priorities Self-disciplined to work in open office environment  |  |  |

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| **6. Special terms** |
| Working in different locations: | May occasionally be asked to work away from office eg at conferences or special charity events |
| Benefits  | 25 days annual leave pro rata per annum Eye-care vouchers Child care vouchers (via salary sacrifice)Free travel loan to work after 6 months The Lullaby Trust offers a salary sacrifice pension scheme to all employees following completion of an interim probation review. We encourage you to contribute at least two to five per cent of your salary and will match up to 5% of this contribution to your scheme.  |
| Application details  | Please fill in an application form and return to beckyt@lullabytrust.org.uk by 12pm on Monday 24th July 2017. |
| Special conditions, eg, working with hazardous substances, equipment, animals: | n/a |