

## JOB DESCRIPTION



**Job Title:** Adoption Enquiry Adviser – fixed term

**Hours of work:** 28 hours per week, 7 hour days TBC

**Responsible to:** Adoption Team Manager

### Summary of role:

The enquiry team are responsible for managing all adoption enquiries and assisting with recruitment of prospective adopters. You will operate the front-line enquiry service providing information to enquirers about the adoption services offered by Adoption Matters.

As the first point of contact for our charity and agency, you will be responsible for ensuring a positive experience and maintaining the existing high-quality customer service offered at the same time as meeting the demands and needs of the agency.

The post holder will be an integral part of a supportive team, whose focus will be on recruiting individuals and families, supporting them through their early adoption journey and in turn working towards our goal of helping to reduce delays for children in care waiting for adoption.

### Key Tasks

- Receive, record and respond to all enquiries to the adoption service. Provide information and advice to individuals and families interested in adoption on what is desirable and required to provide homes for children waiting for adoption
- Ensure all enquiries are handled in a timely and professional manner, whilst giving full and accurate information
- Ensure all enquirers are sent adoption information packs, followed up with courtesy calls, emails and other chase methods in line with business processes and timescales set
- Implement a diary and schedule system to ensure timely follow up of enquirers in the future using internal IT system
- Keeping accurate records of all enquirer contact via CHARMS
- Take responsibility for booking prospective adopters on adoption information events and undertake the administrative functions associated with the task
- Participate and assist with organising of information events, ensuring all attendees are followed up in line with business processes and timescales set
- Post social media updates about recruitment events
- Liaise with marketing to ensure website and communications are kept up to date with all recruitment event activity
- Assist in meeting the overall recruitment targets and key performance indicators for the agency
- Assist the Administration Manager with key reporting on recruitment & targets
- Ensure that internal system CHARMS records are kept up to date in line with business processes and reporting requirements

- Liaise with adopters requiring post adoption / therapeutic support. Front-line response to email enquiries and administrative tasks that follow this, including updating CHARMS records, booking sessions with Social Workers and providing general advice
- Take responsibility for booking adopters onto webinars and undertake the administrative functions associated with the task

**General:**

- The post holder will work closely with several sections of the agency including social work practitioner teams, business support and administration and marketing
- Liaise and co-operate with other business section staff, social workers and management of the Agency
- At all times, when carrying out key tasks, maintain financial awareness and ensure that operational management approval is obtained for any expenditure
- At all times during the employment conform to the security measures of the Data Protection Act 1998, the General Data Protection Regulation (GDPR) 2018 and to the safety of self and others in relation to the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Fire Safety Order 2005
- Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
- At all, times during employment fully support and demonstrate our values in relation to equal opportunities and diversity, as outlined in our Equal Opportunities Statement.
- Undertake any other duties deemed commensurate with this post as directed by the line manager

**PLEASE NOTE:** Full training will be provided to post holder on internal processes, software systems including CHARMS, Microsoft Word, Excel & One Drive, social media, adoption recruitment criteria, regulations and guidance.