



Role Profile

Childrens Panel Administrator
Enabling Directorate

Role Profile: Childrens Panel Administrator	Role Profile Number: SBC_10865
Directorate: Enabling	Reporting to: Leadership Support Team Leader
Grade: CFL 5	Date Prepared: August 2026

Our Values Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners. Our Values are: We SEE – people, not problems – and stay curious to understand their story. We HEAR – each other and the people we serve We CARE – about our colleagues, our residents and our community We ACT – with integrity, accountability and purpose We LEARN – from data, feedback and experience so we keep improving These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us. The Swindon Commitment The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support. Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.  We See people, not problems – and stay curious to understand their story.  We Hear each other and the people we serve.  We Care about our colleagues, residents and community.  We Act with integrity, accountability and purpose.  We Learn from data, feedback and experience to keep improving.

Purpose:

- The role of panel administrator is necessary to the efficient delivery of Childrens Panels, ensuring that everything necessary is coordinated in advance, runs smoothly on the day, and follow-up actions and reports happen as required. The panel administrator is responsible to provide a complete business support service to the Childrens Panel, in accordance with departmental, corporate and statutory requirements.

Key responsibilities and accountabilities:

- Control of the Childrens panel dates, liaising with other relevant personnel as appropriate to ensure that dates are not over-booked
- Liaison with other personnel as appropriate should panel dates need to be revised for any reason
- To be a key contact with the panel advisor, panel chairperson and other panel members
- To ensure that panel membership meets the quorum necessary to conduct business by ensuring that members are available for agreed dates, and substitutes are available in case of sickness absence etc
- To prepare and circulate panel agendas and all relevant information to panel members at least five working days in advance of the panel meeting.
- To attend and minute panel meetings, and issue formal minutes and actions afterwards
- To maintain up to date information on all panel members, ensuring that any statutory checks are kept current
- To coordinate all room bookings and meeting arrangements, both in advance and on the day, to ensure that rooms are available and the meetings have everything necessary to run smoothly
- To maintain accurate records of attendance and outcomes for each case that is brought to panel, liaising with social work staff and managers to ensure that information is up to date and decisions and outcomes are recorded clearly, accurately and in good time local monitoring systems.
- To coordinate the issuing of approval letters and carer agreements via the agency decision maker after panel
- To have responsibility for updating the carer's register following approval, review and resignation/de-registration as required
- To assist with ensuring that panel members receive all necessary training to allow them to execute their role well
- To provide reports as necessary in support of the panel process
- To ensure that electronic filing systems are accurate, accessible and kept up-to-date. To produce and disseminate performance and activity statistics within deadlines and to a high degree of accuracy
- To respond effectively to contacts from members of the public, professionals and staff of other agencies and elsewhere in the Authority, dealing sensitively with enquiries or telephone messages, logging calls accurately and alerting social care staff or managers immediately to any issues that require immediate attention.

- Assist with the general administrative support to the team, as directed by the Business Support Team Leader.
- To undertake any other duties deemed commensurate with this post as directed by the line manager

Supplementary Accountabilities

- Ensure the foster panel leaflet is up to date and available for all attendees coming to the Swindon foster panel.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Ability to cope with highly sensitive information; sometimes upsetting, when dealing with client's personal details, this will include telephone calls, typing reports, legal documents and data recording.

Creativity and innovation

- Due to the nature of the work there are constant procedure changes. This can be as simple as database upgrades, which require changes to be made to everyday actions.
- Problem solving, including with electrical and multimedia equipment, service user enquiries and liaising with other departments.
- There can also be changes within the law, which need to be incorporated into our working practices.
- All these changes need to be documented and distributed throughout the working team.

Job Scope

Number and types of jobs managed:	1
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
Educated to GCSE/A level with a high standard of English grammar and punctuation	D
Knowledge and Experience:	
- Knowledge of the Childrens services process - Experience of the Childrens services software - Appreciation and understanding of competent use of MS Office (Word, Excel & Outlook) - Experience of working in an fast paced administrative role - Ability to work in a highly confidential manner - Proven excellent formal minute taking skills - Ability to organise and manage own workload, comfortable working flexibly under pressure and with deadlines - Experience of handling sensitive information - Experience of organising and supporting complex meetings between large groups, including senior managers, specialist practitioners. staff from other organisations and service users or members of the public	D D E E E E E E D D
Aptitudes, Skills and Competencies:	
- Ability to Work with Corporate Policies, Children Services procedures and team procedures. - Advice taken from Business Support Team Leader, Team Manager, Assistant Team Manager and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance from Business Support Team Leader. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external service users, particularly with child protection issues, as well as not meeting performance indicators. - Excellent communication skills	D D

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

Written	Verbal	Internal	External
Clients and family	Clients and family	Own team	Police
Schools	Social workers	Other Fieldwork Teams	Court
Health organisations	Co-workers within the Borough	Finance	Outside agencies
Other social services	Foster carers	Transport	Hospitals
Support agencies	Educational establishments	Family Placement Team	Legal agencies
Legal matters	Other teams/depts	Housing	Charitable Trusts
General correspondence relating to clients		Probation services	