



Enquiries Officer, Adoption Job Description

Line manager: Senior Enquiries Officer

Direct reports: None

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

The Role

Parents and Children Together (PACT) is an independent adoption charity and family support provider which helps hundreds of families every year through outstanding adoption services and therapeutic support and community projects across London and the South of England.

The Enquiries Officer role is a pivotal one within the Adoption service team who help recruit, prepare, approve, and support adoptive parents for children in care. The core activities of the role are to:

- Operate the frontline enquiry service providing information to enquirers about the adoption services offered by PACT via email and telephone
- Provide information and advice to families on the skills and aptitude needed to adopt.

You will be a key part of a cross-functional support team where the focus is recruiting families and supporting them in their adoption journey; meeting the focus of PACT – to build and strengthen families.

Key Tasks

<input type="checkbox"/>	Take an active part in the service by increasing the numbers of families available to adopt by providing an excellent adoption enquiry service. This will require maintaining an up-to-date knowledge of all aspects of the service, seeking guidance where required and where necessary signposting service users to other more appropriate services
<input type="checkbox"/>	Promote PACT by always being a positive advocate of PACT when dealing with other agencies and prospective adopters
<input type="checkbox"/>	Assist in meeting recruitment targets and key performance indicators with regards to number of placements made
<input type="checkbox"/>	Promote the adoption work of the agency by raising local awareness through networking opportunities, including working closely with partner agencies and local authorities (for example, by attending information events)
<input type="checkbox"/>	Ensure that database records (CHARMS) are kept up to date in line with PACT's business processes and reporting requirements
	Other
<input type="checkbox"/>	Safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times
<input type="checkbox"/>	Undertake any other duties deemed commensurate with this post as directed by the line manager
<input type="checkbox"/>	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

Person specification

Essential Attributes	
<input type="checkbox"/>	Previous experience of engaging with customers, clients or service users (e.g. helpline advisor, customer service representative, support worker, or similar)
<input type="checkbox"/>	Can deliver an excellent first point of contact experience as part of a team
<input type="checkbox"/>	Demonstrates effective listening skills to develop knowledge and understanding of enquirers

O	Can collate and record accurate and timely database information
O	Is organised and proficient at working to deadlines. Can plan and prioritise efficiently managing conflicting demands; whilst remaining positive and adaptable either working independently or collaboratively within a small team
O	Excellent interpersonal skills with the ability to demonstrate empathy and listen and communicate effectively. Fluent in written and spoken English
O	Can respond to variety and challenge with an open mind, flexibility, and versatility
O	Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom

Desirable Attributes	
O	Knowledge or experience of the role of an adopter in caring for children would be an advantage, but not essential

This is a part time (18.5 hours per week) post based in our London or Reading office with hybrid working arrangements in place to accommodate both office and home working.

Flexible working arrangements available within Monday to Friday, 10am to 5pm.

Occasional evening and weekend working may be required.

PACT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Anyone joining our team is subject to PACT's Safer Recruitment pre-appointment enquiries. These include the provision of documentation of the right to work in the UK, Disclosure Barring Service (DBS) check, overseas police check where applicable and references covering a minimum 5 year period. All opportunities are based in the UK.