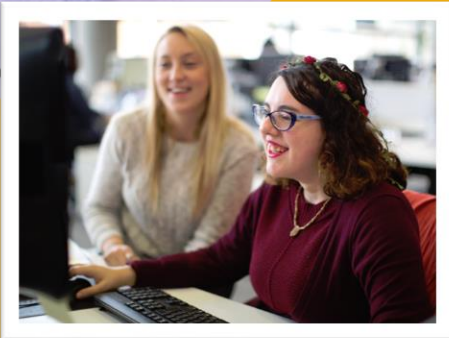


Role Profile: DBS Administrator

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Purpose of your role

The DBS Administrator is dedicated to best practices and is an expert in Disclosure and Barring services. As a champion of accurate data reporting and a facilitator of change, they provide engaged, skilled, and efficient service to all customers. They actively collaborate with DBS customers within Mencap and external stakeholders, including the Disclosure and Barring Service. They also support regular reviews of services and processes to maintain the highest standards.

About you

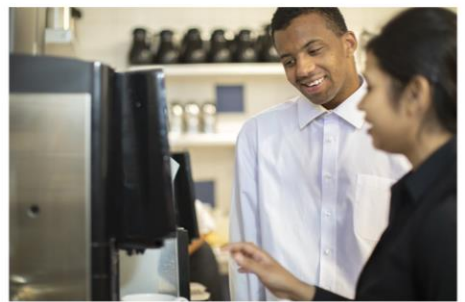
Candidates from all backgrounds welcome! We are looking for people with a passion and drive to improve the lives of people with a learning disability.

What you will be doing

- Occasionally support internal and external audits by providing data and presenting evidence impartially and professionally.
- Manage and guide our online system and processes, ensuring compliance.
- Create and manage customer accounts, offering advice and support on the DBS process.
- Ensure all applications are accurately completed. Assist with payment collection when required.

Role Profile: DBS Administrator

mencap



More information about the role

- You will support all customers from application to successful submission.
- Handle support calls and emails efficiently, taking ownership, investigating, and responding to queries, and ensuring they reach the appropriate person, team, or organization.
- Direct all relevant queries to the correct DBS guidance or policy.
- Identify and investigate any data errors or abnormalities.
- Ensure all DBS-related data is processed accurately and in accordance with policy, legislation, guidance, and Service Level Agreements.

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

We are looking for someone who can:

- Provide exceptional customer service.
- Adapt to a constantly changing, fast-paced environment.
- Embody our values and commit to our BEDI agenda.
- Manage time and workloads effectively.
- Be courageous and challenge when necessary. Collaborate with others.
- Stay updated on DBS-related legislation.

How to apply

Please apply with an up-to-date CV that demonstrates your skills and experiences relevant for this position.

If you require any further information, please call our Recruitment Team on
- 01733 246699

Who you can expect to work with

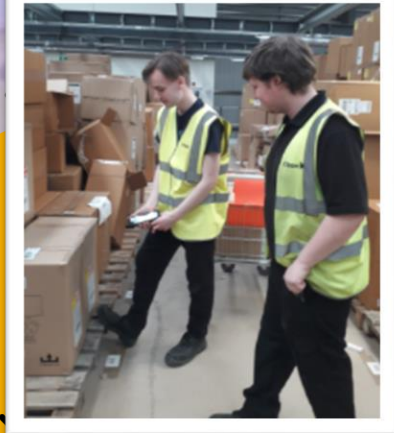
Hiring
managers
and
candidates

External DBS
Customer

Mencap
People
Services
team
colleagues

Wider
Mencap
colleagues
and
volunteers

Disclosure
and Baring
Service



Mencap's values and how they apply to this role

We are
Passionate
about making
the world a
better place

You will have a genuine passion for changing the lives of young people and supporting their transition into work.

We are
Inclusive
of everyone

You will advocate for inclusion in the workplace and be a positive role model for learners.

We are
Brave
we challenge
and try new
things

You will encourage learners to try new things and step out of their comfort zone, being brave when faced with challenges.

We are
Positive
in our work
and with each
other

You will highlight and celebrate how unique each learner is. You will positively approach their journey to employment.

We are
Kind
to everyone

You will be kind, supportive and encouraging to everyone you interact with.