

Job Description

Job title: Administration Assistant (County Wide)

Location: Nottinghamshire County

Hours: 30 hours per week

Grade: Family Action Grade 1 (points 1-5)

Service : NCFP

Reports to: Data and Finance Officer

Principal Accountabilities:

1. To provide general administrative and clerical support to the Children's Centre team in accordance with guidelines and directions issued by the Nottinghamshire Children and Families Partnership. To provide reception duties in a professional manner ensuring that all visitors, families and staff are greeted in a polite and helpful manner
2. To provide general administrative support such as typing documentation, filing, photocopying, data inputting, scanning and faxing. Day to day workload will include answering phones, meeting and greeting, room bookings and general typing/inputting.
3. Ensuring all Health & Safety guidelines are adhered to, it is the administration teams' role to ensure that all visitors, families and staff sign in and out of the building. Forms, leaflets and general paperwork will be standardised in accordance with practice guidance set. Meet and greet visitors, families and staff ensuring that all sign in and out in accordance to the Health & Safety policies and procedures
4. The administration team is in effect an information service to the public, Children's Centre families, organisations, partnerships and the internal team. They will provide a core service to Children's Centres
5. To be part of the administration of specified Children's Centre activities including contacting parents and families to encourage attendance. To be part of the process for ensuring that reception areas are a welcoming environment following the Equality and Diversity policies and procedures in accordance with the relevant organisation.
6. To be part of and contribute to Task and Finish groups as and when appropriate for the development of new systems and promotional materials
7. To ensure that the reception area is not left unattended to ensure that families have access points to information and to provide access to advice and support as directed by the Administrator, District Data & Finance Lead and Children's Centre Co-ordinator

8. Provision of general administrative and clerical support to the members of the Children's Centre team, in accordance with the needs of the Children's Centre team in an appropriately confidential manner
9. To administer money transactions, ensuring that money balances accordingly as directed by the Administrator or District Data and Finance Lead in line with the lead organisations' financial policies and procedures
10. To complete photocopying and collation of documents for the members of the Children's Centre team
11. To be part of the purchase order system checking in deliveries and ensuring that the correct quantities, etc are received as per the request of the Administrator and Children's Centre requirements
12. To ensure rooms are set up ready for meetings and help distribute relevant documentation. To take minutes for meetings appropriate to the Administrative Assistant role and when requested by the Administrator or Children's Centre Co-ordinator
13. To provide general administrative support to the Nominated Property Contact (NPC) in the absence of the Administrator for the building and ensure effective procedures are in place for the day to day management of the building (in line with the procedures as laid out by the landlords)
14. To be part of the Children's Centre systems for ensuring staff undertaking home visits receive safety calls in a timely manner following the agreed procedures
15. To answer the switchboard/telephone in a polite and professional manner, giving a helpful and proficient service to the caller as and when required
16. To deal with queries quickly ensuring that messages are passed to the relevant people as soon as possible, as and when required
17. To input on to the monitoring and caseload computerised system, inputting data on to the electronic software ensuring that everything is kept up to date within the deadline requirements.
18. To ensure confidentiality is adhered to in line with the Information Governance Policies and Procedures relating to SystemOne at all times
19. To prioritise information and ensure staff are informed accordingly
20. To be part of the mail distribution system around the Children's Centre sites as and when appropriate. To ensure that the Administrator or relevant person is notified on the usage of stamps and to let the appropriate person know when stamps requires replenishment
21. To work in a team environment ensuring that deadlines are met by the administration team

22. To ensure that the Children's Centre Sure Start website is regularly updated with current information in line with marketing and communications policies and procedures and the guidance as and when requested by the Administrator
23. To ensure that information areas are kept up to date, replenishing leaflets, booklets and updating posters on notice boards, etc. as and when required
24. In all aspects of work, tasks will be carried out in a way that reflects the ethos of the Nottinghamshire Children and Families Partnership, which is open, respectful, non-oppressive and committed to equality of opportunity. Furthermore, staff have a duty to safeguard and promote the welfare and best interests of children and young people. It is therefore expected that they will adopt high standards of personal conduct in order to maintain the confidence and respect of the public in general and all those with whom they work
25. Ensure the maintenance, at all levels, of confidentiality in relation to information as per agreed policies and best practice
26. Ensure knowledge, understanding and compliance with all health and safety policies, for the safety and health of users, staff and premises
27. Take part in external and internal training programmes as appropriate
28. Ability to communicate effectively in a multi agency setting.
29. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services
30. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
31. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
32. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
33. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

1. GCSE D or above in English and Maths (or equivalent), NVQ Level 2 in Customer Care/Administration (or equivalent/willing to work towards). RSA CLAIT or IBT2 or ECDL (or equivalent). Desirable - Basic Food Hygiene certificate and First Aid at Work/for Babies.
2. Experience of frontline/reception work and data inputting.
3. Experience of communicating with a diverse range of people
4. Good communication skills – both written and verbal, and a polite telephone manner, with excellent listening skills.
5. Good organisational skills with the ability to prioritise with the ability to work on own initiative.
6. Good standard of computer competency
7. An understanding of, and an ability to deal with confidential information
8. Good numerical skills
9. Carrying equipment within the Children's Centre settings for group work/team meetings/stock delivery
10. Setting up information, marquees and displays etc. for open days and events
11. Good keyboard skills with a good level of accuracy and speed
12. Fit for handling deliveries
13. Driving licence and car ownership is essential in order to carry out the full requirements of the post effectively and efficiently, across the County.
14. To uphold the values of the Children and Young People's Division and NCFP:-
 - a) Keeping children, young people and families central to everything we do
 - b) Working in partnership with our clients in an open and honest trustworthy way
 - c) Actively working with children, young people and families, in order to design and deliver comprehensive, coordinated care pathways
 - d) Having a workforce that has a culture of support, mutual respect and open and honest communication
 - e) Working creatively and innovatively to deliver better outcomes for families

15. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
- a. Being **people** focused
 - b. Reflecting a '**can do**' approach
 - c. Striving for **excellence** in everything we do
 - d. Having **mutual respect** for everyone we work with, work for and support through our services