

Job Description

Job title: Administrator

Location: Rushcliffe

Hours: 22.2

Grade: Family Action grade 1 point 6-10

Service : Nottinghamshire Children and Family Partnerships

Reports to: Data and Finance Officer

Principal Accountabilities:

Overall responsibility for the effective and comprehensive administrative and secretarial support including financial 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 and where needed, to supervise the administrative assistants who undertake this role based on the needs of the Children's Centre(s)

1. To oversee the day to day workload of the administration assistants and/or receptionists providing support and helping to prioritise workload to meet the needs of the service. Where appropriate, provide 1:1 supervision with administration assistants and/or receptionists ensuring that areas of development are identified and acted upon
2. To be part of and contribute to Task and Finish groups as and when appropriate for the development of new systems and promotional materials
3. To create databases and spreadsheets requested to inform new systems helping improve working practices
4. To ensure that the reception area has cover, ensuring families have access points to information and to provide access to advice and support as directed by the District Data & Finance Lead and Children's Centre Co-ordinator. Provision of administrative, secretarial and clerical support to the members of the Children's Centre team, in an appropriately confidential manner
5. To maintain administrative systems to support the Children's Centres' functions producing good quality, accurate and timely correspondence, presentations, reports, meeting notes and other documents, from written copy using appropriate IT software

6. To administer money transactions, ensuring that money balances accordingly and all paperwork is in line with the lead organisations' financial policies and procedures
7. To arrange meetings for others including room bookings, timely assembly and distribution of appropriate documentation and management of outcome actions. Attend meetings and take notes and minutes, deal quickly with queries in a timely and professional manner. Work to ensure deadlines are met by the administration team as a whole.
8. To monitor the office stationery supplies, completing stock checks where appropriate. To complete Purchase Orders in a timely manner ensuring that the lead organisations' policies and procedures are adhered to.
9. To collate information on annual leave, sickness, appraisals, reviews and training as and when required by the Children's Centre Co-ordinator or District Data & Finance Lead
10. To complete bookings for travel and courses for staff and families, as and when requested by the Integrated Services Manager or Children's Centre Co-ordinator
11. To provide administrative support to the Nominated Property Contact (NPC) 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)
12. To meet and greet visitors, families and staff ensuring that all sign in and out in accordance to the Health & Safety policies and procedures. Ensure staff adhere to the agreed safer working procedure, raising issues and concerns where necessary and appropriate.
13. 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
14. 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.
15. 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.

16. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

17. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required or requested by your line manager.

Person Specification

1. 3 GCSE's or equivalent (including Maths and English) as a minimum, NVQ3 in Administration (or equivalent), RSA CLAIT or IBT2 or ECDL (or equivalent).
2. Experience of frontline/reception work and an ability to demonstrate customer care and empathy when dealing with complex and vulnerable families and people.
3. Experience of data inputting, creating spreadsheets and producing reports/charts.
4. Experience of taking and transcribing formal minutes
5. Experience of working with families who have complex needs e.g. domestic violence, in a compassionate way
6. Experience of communicating with a diverse range of people – families, children, members of statutory, voluntary and community organisations
7. Experience of liaising with contractors etc. for effective co-ordination of repair and maintenance work is desirable.
8. Excellent organisational skills with the ability to demonstrate prioritisation and effective task management
9. A knowledge of local services in order to signpost and provide information effectively is desirable.
10. Advanced keyboard skills with a high level of typing accuracy
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