



## **JOB DESCRIPTION**

**Job title:** Information Advice and Admin Worker

**Service:** Wythenshawe Children's Centres

**Salary:** Grade 2 Lower (Points 13-15)

**Hours:** 14.5 hours per week

**Location:** Crossacres Family Hub and Wythenshawe Children's Centre

**Responsible to:** Data Impact and Finance Manager

### **Summary of job:**

- To provide a warm and friendly telephone and reception service, responding to calls and visitors in a sensitive and helpful manner.
- To provide a first point of contact, offering information and advice on Children's Centre Services and other voluntary and statutory services in the area.
- To provide administrative support to the team including managing local room bookings and bookings for partner organisations and services.
- To take delegated responsibility for the Centre's Health and Safety on a day-to-day basis.

### **Key tasks and responsibilities:**

1. To welcome visitors to the centre and to engage sensitively and appropriately with children and families.
2. To maintain and service the records of all aspects of the Children's Centres work including inputting data into databases and ensuring that data is cleansed and accurate.
3. To maintain data reporting and evaluation systems and to prepare reports as necessary within an agreed schedule.
4. To support internal and external inspections of the service.
5. To assist in the processing of incoming and outgoing post.
6. To take responsibility for opening and closing down the Centre, ensuring that all windows and doors are secured.
7. To undertake regular fire safety checks, intruder alarm checks and daily health and safety checks, ensuring that the fire exits are unlocked and unblocked and to report immediately to the Impact, Data and Finance Manager and the Children's Centre Manager any cause for concern.
8. To be responsible for managing the maintenance of the equipment, appliances etc, to notify the appropriate authorities of repairs needed and to keep a record of such work.
9. To manage the local room booking diary, arranging bookings for visitors, setting up rooms as required.



10. Together with other Information Advice and Admin Workers, to develop a resource pack of locally available services and support that is accessible to visitors supporting them where appropriate to find the information that they need.
11. To promote the Children's Centre through engagement events, activities and social media.
12. To work with the IAAW team to act as administrator for social media platforms, and to manage and update content.
13. To maintain a record of all income and expenditure, including managing petty cash return, processing all incoming invoices as and when required in line with Family Actions financial systems and procedures.
14. To ensure adequate supplies of stationery, stamps, equipment, PPE and other items as required, liaising with suppliers to ensure the best value for money
15. To provide typing of reports and correspondence, minute taking and any other required secretarial duties with a clear understanding of the importance of maintaining the confidentiality of the Children's Centres and particularly of the affairs of the service users.
16. To check and record telephone messages when necessary, passing on messages and information as required for the leadership team and other team members.
17. To actively participate in supervision, appraisal and personal and professional development opportunities.
18. To actively participate in team and staff meetings.
19. To monitor your workload and bring to the attention of your line manager any instances where difficulties are encountered.
20. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
21. To commit to the Co-production agenda and to participate in Co-production activities.
22. 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.
23. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for prompting and safeguarding the welfare of children and vulnerable adults.
24. Implement 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.
25. Comply with Family Actions Health and Safety Policy, Data Protection Policy and to protect your own and others' health safety and welfare.
26. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



## Person Specification

1. 5 GCSEs at A-C including Maths and English or relevant experience in administration and customer service
2. High standard of typing and excellent word processing and computer skills and substantial experience of using Microsoft Office, Word, Excel, Outlook, Teams and various databases. Experience using Liquid Logic is desirable (but full training will be given).
3. Experience of engaging with parents and children and an understanding of needs and challenges that families face.
4. Ability to understand and empathise appropriately with the issues facing children and families, especially those with complex needs. The post holder will be required to undertake ongoing safeguarding training.
5. Professional experience of customer facing services including dealing with difficult clients and complaints.
6. Proven experience of cleansing and inputting data into systems, and of running reports from databases.
7. Experience of collating paper based and online survey data and analysis of this
8. Experience of producing marketing material for the service and managing service social media pages.
9. Demonstrable experience of keeping accurate records of invoices , budget expenditure and accurate accounts of petty cash transactions.
10. Solid experience and understanding of working in collaboration with others in a team setting as well as self- motivation & enthusiasm to work independently
11. An excellent understanding of the need for confidentiality of information regarding all aspects of the post.
12. Demonstrable ability to organise and prioritise work and to carry out routine tasks accurately
13. Willingness to work flexibly and within all Manchester Family Action services when necessary and carry out any other reasonable duties as required
14. Ability 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**
  - d) Having **mutual respect** for everyone we work with, work for and support through our services