

Job title:	Front Desk Administration and Co-ordinator
Department:	Badger Valley Children's Centre
Hours of work:	20 hours per week Monday to Thursday 9.30am – 2.30pm
Grade:	Scale 2 SCP 13
Salary:	£15,753 per annum pro rata (based on 37.5 hour)
Contract:	Fixed term contract until March 2018
Responsible to:	Children's Centre Manager
Accountable to:	Parenting Project Trustees

'We can make a positive difference to the lives of children and young people'

We value:

- The role of parents, carers and all who have a parenting responsibility
- What children, young people and their families want to tell us
- The power of people working together to achieve common aims
- The essential contribution education and learning make in improving lives of children and young people

Job Purpose:

- To assist in the achievement of the service objectives by providing an effective and efficient secretarial service to members of the Children's Centre and The Parenting Project, maintaining high standards of work.

Key Relationships:

- The Parenting Project and Children's Centre Management Board, Parents, Carers, Children, Project Team, Volunteers, Statutory and Voluntary sector agencies.

Key Responsibilities:

Front of House: Partnership working with children, parents and carers

- Develop sustained working relationships with children, parents and carers, actively encouraging their involvement in all aspects of the Children's Centre.
- Ensure that families, and local agencies, within Children's Centre area are aware of services and how to access them.
- To provide the initial point of contact for the public.

Admin:

- Provide clerical and typing facilities. This will include using computer software packages producing letters, memos and reports including minute taking.
- To undertake photocopying, collating and distribution of documents and other general clerical tasks as necessary.
- Providing support in organising initiatives and training courses, including liaising with guest speakers, advertising, booking venues, arranging mailing lists and the ordering, collation, presentation and distribution of materials and organising feedback and evaluation information where necessary.
- Research and retrieval of documents and information using the Internet.
- To implement secretarial and administrative policies and propose changes to working practices for own work area.
- To have excellent telephone skills to deal with demands from the staff and public alike. To answer and deal with telephone calls as appropriate.

- To take messages and deal with basic queries, refer as appropriate.
- To competently apply a high level of prioritisation skills to effectively contribute to the work load management of the staff team.
- To be responsible for a range of finance related duties which will include; petty cash, checking and accounting for the accuracy of invoices, ensuring these are appropriately authorised and raising of orders.
- Filing of correspondence, records, reports and other documentation to relevant filing systems.

Monitoring and evaluation

- To be involved in the monitoring and evaluating of Children's Centre.
- Deal effectively and swiftly with complaints, incidents or accidents reporting to the Leadership Team as appropriate.
- To participate in the collection of data/statistics and audits as required.
- To maintain various registers and indices for recording and processing individual case records and referrals.
- To be responsible for supporting computerised information systems. This will include data validation, entry and extraction and the provision of support and advice to colleagues, including system induction for new employees.

Team working

- Be an integral member of the whole Parenting Project team encouraging positive working relationships and a supportive working environment.
- Contribute to the Parenting Project team training and development.
- Attend and participate in staff development sessions, team meetings, individual or group supervision and other meetings as required.
- To work as a team member and co-operate with all aspects of the work undertaken in order to utilise the total skills of the team most effectively and to develop the work of the Centre.

General

- To report all child protection concerns to the Leadership Team.
- To carry out duties and responsibilities consistent with providing high quality provision within the framework of the Children Act 1989 and other relevant legislation and guidance, and in accordance with the Parenting Project policies and procedures.
- To work towards the Parenting Project objectives and principles.
- Be familiar with and implement core service policies (e.g. safeguarding children, health and safety, confidentiality, equality and diversity policy) into all aspects of the Parenting Project activity. Bring to the attention of the line manager, any issues or concerns relating to these policies.
- Ensure that practice within the Parenting Project complies with Warwickshire Area Child Protection Committee, child protection policies and procedures.
- Prepare for and take part in regular supervision sessions and appraisal process.
- To carry out the duties and responsibilities of the post with due regard to anti discriminatory and Equality of Opportunities practice ensuring that provision is made for groups in the District taking account of race, culture, disability, language, gender and sexuality.
- To work in a flexible manner and work unsocial hours as the needs of the centre demands.
- To undertake any other duties as required in line with the scope and spirit of the job purpose, the title of the post and it's grading.

JOB REQUIREMENTS	WEIGHTING (High/Medium/Lo w)
<u>QUALIFICATIONS AND KNOWLEDGE</u>	
<ul style="list-style-type: none"> • Computer literate and working knowledge of Microsoft Word or comparable package 	High
<ul style="list-style-type: none"> • Working knowledge of other Microsoft packages including: Excel 5.0/Access 2.0/Exchange/Schedule + 	Medium
<ul style="list-style-type: none"> • RSA Stage II Typing and word processing or equivalent 	Medium
<u>EXPERIENCE</u>	
<ul style="list-style-type: none"> • Experience in an administrative or secretarial role 	Medium
<ul style="list-style-type: none"> • Previous experience of working in a busy and complex organisation 	High
SKILLS	
<ul style="list-style-type: none"> • <u>Excellent computer and word processing skills</u> 	High
<ul style="list-style-type: none"> • Good organisational and administrative skills 	High
<ul style="list-style-type: none"> • Experience of co-ordinating meetings 	High
<ul style="list-style-type: none"> • Minute taking abilities 	Medium
<ul style="list-style-type: none"> • Good interpersonal skills and ability to liaise with representatives from a wide range of organisations 	High
<ul style="list-style-type: none"> • Co-operative in resolving interdepartmental queries 	High
<ul style="list-style-type: none"> • An ability to prioritise, plan and analytical skills 	High
<ul style="list-style-type: none"> • Good literacy, numerical and analytical skills 	High
<ul style="list-style-type: none"> • An ability to maintain professional boundaries 	High
<u>PERSONAL QUALITIES</u>	High
<ul style="list-style-type: none"> • Ability to meet high quality standards required 	High
<ul style="list-style-type: none"> • Used to working on own initiative and as part of a team 	High
<ul style="list-style-type: none"> • Ability to work under pressure, with accuracy 	High
<ul style="list-style-type: none"> • Flexible, adaptable and reliable 	High
<ul style="list-style-type: none"> • Ability to be discrete and maintain confidentiality 	High
<u>CONFIDENTIALITY</u>	High
<ul style="list-style-type: none"> • Certain information that the jobholder receives or has access to in the course of his/her duties with the Authority is strictly confidential and this information must not be disclosed to any unauthorised person(s). Failure to observe this rule will be regarded as a breach of terms of employment. 	
<u>CRB</u>	High
<ul style="list-style-type: none"> • Posts are subject to a Criminal Records Bureau check. All candidates who are successful at interview will be asked to complete an application form for a Disclosure check before the appointment is confirmed 	