



## Children's centres

### Job description

POST: **Children's Centre Administrator/Receptionist**

GRADE: Scale 4

RESPONSIBLE TO: Children's Centre Manager

RESPONSIBLE FOR: none

UP TO 5 STAFF	6-15 STAFF	16-49 STAFF	50+ STAFF

This post is part of the xxxxx **Children's Centres** planning area, and the post-holder may be required to work at other venues within the area. Some staff may be based at an additional site

#### BASIC OBJECTIVES OF POST:

- To receive parents, carers, children and all visitors and callers to the centre, providing a warm welcome and guidance as required.
- To receive all telephone calls and provide administrative support to the Centre Team
- To ensure the day to day operational activities of the office run effectively and that the reception area is presentable and welcoming at all times.
- To enter data on the centre's database system

#### MAIN DUTIES & RESPONSIBILITIES:

##### Receive parents/children and visitors:

1. To welcome all families, visitors and callers to the centre, ensuring registration procedures are followed and to direct visitors to the appropriate area, informing personnel of their arrival.
2. To signpost users to any relevant service

##### Receiving calls & providing admin support:

3. To answer all telephone calls, taking and logging messages, answering general queries and transferring calls to appropriate personnel.
4. To book visits, meetings and events where appropriate providing administrative support to the centre Team
5. To take bookings and collect fees for attendance at groups, and keep relevant records.

6. **To maintain the centre's central email system, directing emails to appropriate personnel;** to set up and maintain outlook system for personnel to access – using electronic diaries, message system and other tools, ensuring the day to day smooth operational running of the office
7. To open post and circulate, maintaining staff communication system.
8. To prepare and write reports and letters and carry out administrative duties related to the post.
9. To assist staff with photocopying, binding, laminating documents as required.
10. To assist in carrying out regular stock checks on stationery materials and ordering new stock as needed.
11. To receive all deliveries, checking receipt of goods and notifying personnel to collect

**Operation and organisation of the reception area:**

12. To produce any relevant publicity for the centre.
13. To display current information including **centre's weekly planner** on notice boards for personnel.

**Data entry:**

14. **To ensure staff/children's registers** are completed daily; to keep records of attendance and **visitors' registration** details as set by the Centre and to provide data as required.
15. To register all children under 5 and their parents who access **Children's Centre services** and enter details into the database
16. **To enter registration and attendance data into the centre's database**
17. To undertake training in new systems and procedures relevant to the duties of this post; to participate in the monitoring and development of administrative procedures and standards
18. To attend and participate in relevant meetings, as required
19. **To work flexibly. This will involve travelling around a children's centre planning area** or operating from a range of venues and delivery sites. Some evening and week-end work will be required

**Other Duties**

1. [Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.](#)
2. [To carry out duties and responsibilities in accordance with Haringey Local Safeguarding Children Board](#)

3. Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, ie Hazardous materials and relevant processes/legislations etc
  4. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
  5. Understanding and commitment to promoting and implementing the **Council's Equal Opportunities policies.**
  6. To act at all times in accordance with Council and Departmental policies and information sharing protocols.
  7. To be prepared to do some evening and week-end work.
  8. To understand and maintain confidentiality at all times in line with **council and centre's policies.**
  9. To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.
- **This position requires the postholder to undergo a DBS(Disclosure and Barring Service) check.**

MAIN CONTACTS:

- All staff
- Parents
- Children
- Any visitors to the Centre

## Person Specification

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To be successful in the job the postholder will need to have the following experience, skills, aptitudes, abilities and qualifications	
<i>Experience</i>	
Experience of administrative functions	Essential
Experience of working with the general public	Essential
<i>Qualifications</i>	
Good educational background	Essential
GCSE in English Language and Mathematics	Desirable
<i>Skills, Abilities and Aptitude</i>	
Excellent IT skills	Essential
Excellent interpersonal skills	Essential
Excellent oral and written communication skills	Essential
<b>A flexible “can-do” approach</b>	Essential
Able to work well as part of a team	Essential
Ability to maintain confidentiality	Essential
Willingness to be flexible about hours worked	Essential
Ability to organise and prioritise own workload efficiently	Essential
Ability to communicate effectively and sensitively with families, visitors and staff	Essential
Ability to speak a community language	Desirable