

## JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title – Reception/Administration Assistant			
Responsible to:	Admin Manager	Salary Payscale £19,389 no qualification or £19,485 level 2 qualification per annum dependent on qualification and experience	Pro rata if part time
Hours:	To be confirmed	Location:	To be confirmed
Date Job Description Last Updated: April 21		By who: BSM	

### Purpose of post

- To greet and welcome all Children’s Centres users both face to face and by telephone.
- To provide specific and general administrative support to the wider team.
- To have a proactive approach to supporting Children’s Centre users through advice, guidance and assistance.

### Key areas

- To support the Children’s Centre agenda and priorities as laid down in the Area Business Plan.
- To receive monies in accordance with the Centre cash collection procedures.
- To support clients in their search for information and deal with client related enquiries by maintaining up to date knowledge of Children’s Centres activities.
- To have a clear understanding of safeguarding policies and procedures, and to act appropriately should areas of concern arise, in line with the centre’s policies and procedures.

### Responsibilities

- If based in Children’s Centres with no day care there will be a responsibility to oversee the site including opening and locking up, preparation of rooms and management of centre display boards.
- If based in Children’s Centre with day care responsibility to support with security of the site including opening and locking up, preparation of rooms and management of centre display boards.
- If based at Core Services the agreed area of responsibility is to be confirmed.

### Main duties

- To be responsible for answering the telephone, taking messages and directing the caller to the appropriate member of staff. Log information on calls received and maintain detailed and accurate records.

- To undertake reception duties for visitors to the Centre in line with current Centre policy in an efficient, professional and courteous manner at all times.
- To provide general administrative support to the Centre, which will include but is not limited to, word processing, laminating documents, assembling newsletters, setting up and maintaining filing structures both electronic and manual, processing of incoming and outgoing mail, taking messages, maintaining diaries, maintenance of records.
- To receive monies and record following appropriate procedures.
- To make in-house bookings for staff, parents and external agencies. Prepare rooms and provide hospitality where necessary.
- Inputting of information and the preparation of statistical returns as required from time to time for management information purposes.
- To check and accept deliveries and advise the addressee.

***Any other duties and responsibilities appropriate and relevant to the post, including:***

- To ensure that the Children's Centre's Equal Opportunities policies are proactively implemented so as to promote inclusion, equality and valuing diversity throughout all aspects of the Children's Centre.
- To perform the duties specified and other duties as required from time to time under the guidance of the Area Management Team or line manager.
- To have a clear understanding of safeguarding policies and procedures and to act appropriately should areas of concern arise, in line with the North Halifax Partnership (NHP) policies and procedures.

## PERSON SPECIFICATION

***North Halifax Partnership Ltd is an equal opportunity employer. We are committed to safeguarding and promoting the welfare of children and we expect all staff and volunteers to share this commitment. A disclosure and barring service check is undertaken for all staff – a caution or conviction does not automatically prevent an offer of a job and any issue may be discussed with a prospective employee.***

<b>POST TITLE:</b>		<b>Reception/Administration Assistant</b>
<b>Criteria No</b>	<b>Attributes</b>	<b>Criteria</b>
	<b>Relevant Experience</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience of working within a receptionist/administration position.</li> <li>• Good understanding and experience of using computer applications, particularly Microsoft office programmes.</li> <li>• Demonstrable experience in a relevant customer focused environment.</li> </ul>
		<b>Desirable</b> <ul style="list-style-type: none"> <li>• Experience of working in a community based organisation.</li> <li>• Previous experience of using a database package to input data.</li> <li>• Experience of handling monies.</li> </ul>
	<b>Education, qualifications and Training Attainments</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Willingness to undertake training to an NVQ level 2 and undertake other training relevant to post.</li> </ul>
		<b>Desirable</b> <ul style="list-style-type: none"> <li>• NVQ level 2 in administration or equivalent.</li> </ul>

<b>General and Special Knowledge /Ability</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Good written and oral communication skills.</li> <li>• Good numeracy skills.</li> <li>• Ability to maintain strict confidentiality where necessary.</li> <li>• Good customer service skills and the ability to get the most out of every contact with users.</li> <li>• Ability to communicate clearly with a confident manner.</li> <li>• Ability to work in a non discriminatory, sensitive and respectful manner.</li> <li>• Ability to work on own initiative and co-operatively as part of a team.</li> <li>• Flexible approach to work and a readiness to accept change.</li> <li>• Must have physical ability to carry out all tasks associated with the post.</li> <li>• Awareness of equality and diversity.</li> <li>• Awareness of health and safety in relation to the role.</li> <li>• Willingness to undergo full recruitment checks including enhanced DBS disclosure.</li> <li>• Must be eligible to work in the UK.</li> <li>• Able to work occasional evenings and weekends.</li> <li>• Ability to travel in connection with work.</li> </ul>
	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A good understanding of the Children’s Centres agenda with a commitment to developing quality services.</li> </ul>