



Yes we can

Headteacher: Dawn Persad

Job Description

Post: Children's Centre Administrator

Responsible to: Better Start Area Manager and School Business Manager

Grade: Scale 4

Main purpose of job:

- To carry out Better Start area Children's Centre (CC) administrative functions including health & safety procedures.
- To ensure data input of relevant information is accurate and updated to meet the needs of the service.
- To ensure children, families and partners are communicated with in a professional and welcoming manner.

Main Responsibilities:

Administration:

1. Responsible for maintaining accurate data entry processes ensuring relevant user attendance and service data is input into databases, e.g. Synergy EIS, Mosaic and in-house systems in line with GDPR policy and guidance.
2. To be responsible for handling and responding to telephone calls, answering and dealing with matter on own initiative, taking messages, redirecting calls and passing calls on to colleagues as appropriate.
3. To be responsible for the reception area and be the main point of contact for visitors/callers to the centre, responding to enquiries where possible or referring to the appropriate member of staff as required.
4. Meeting and greeting visitors ensuring they are welcomed in a polite, friendly and efficient manner and providing hospitality when appropriate.
5. To support the Administration Manager or Senior Administrator in the organisation and co-ordination of the events in the Better Start area CCs.
6. To support the team with the parent's notice boards around the Children's Centre, keeping them up to date, ensuring high quality display, presentation and that they are informative for parents and visitors.
7. To comply with Health and Safety regulations carrying out checks as directed and ensuring that all incidents are reported in the Accident Log.
8. To take and distribute minutes and support meeting set-up as necessary.
9. To maintain effective links with the local community, dealing sensitively with members of all communities represented locally.

Henry Fawcett Primary School

Bowling Green Street, Kennington, London. SE11 5BZ

Tel: 020 7735 2764



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General:

10. To implement the Council's Equal Opportunities Policy and work actively to overcome discrimination on the grounds of race, gender, disability, sexuality or status in the Council's service.
11. To take responsibility, appropriate to the post for tackling unlawful discrimination amongst all groups in line with the Equalities Act 2010.
12. Safeguarding: To remain vigilant and do everything possible to protect children, families and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report to the Better Start Area Manager or Lead Provider Headteacher any incident of this nature you witness, hear about or suspect.
13. When working with computerised systems to be completely aware of responsibilities at all times under the Data protection Act 2018 for the security, accuracy, and significance of personal data held on such systems.
14. In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to monitor and maintain a safe and secure working environment. It is expected that whilst maintaining an effective and efficient working environment you will comply with safety rules and procedure and ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for the school community.
15. Work flexibly as required by the needs of the service, including occasional evening and weekend working
16. To carry out as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its contents.



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Person Specification

Post: Children's Centre Administrator

Shortlisting Criteria: in your written application, you will need to give evidence or examples of your proven experience in each of the criteria marked E = Essential.

Interview Scheme for Applicants with Disabilities: if you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with ✓✓ = Essential on the personal specification when you complete the application form.

		Shortlisting Criteria
Key Knowledge	1. Good standard of education to GCSE standard (Grade C or above)	E ✓✓
	2. Sound knowledge and understanding of word, Excel, Power Point, Database reporting systems, email and internet	E ✓✓
	3. Health & Safety and safeguarding requirements and compliance	E ✓✓
Key Experience	4. Previous experience of working with database systems	E ✓✓
	5. Strong computer task experience and knowledge of data entry	E ✓✓
	6. Experience of working in a customer facing role	
	7. Experience of communicating with multi-agency partners	E ✓✓
	8. Experience of carrying out health & safety procedures	E ✓✓
	9. Experience creating flyers, posters and other promotional material on multi-media platforms	E ✓✓
	10. Experience of using Word, Excel, databases, email and internet applications	E ✓✓
	11. Experience of planning workloads and organising time to meet the needs of a busy workplace	E ✓✓

Key Behaviours		
Focuses on People	<ul style="list-style-type: none"> Engages with and listens to team members and stakeholders in order to understand their needs and concerns and respond appropriately Shows empathy in interactions with children, families, staff teams and partners Is approachable, flexible and available to people inside and outside the organisation Ensuring all interactions with people are respectful, non-judgemental and inclusive 	E ✓✓



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Takes ownership	<ul style="list-style-type: none">• Be accountable and responsible in your role to deliver the highest quality service• Use skills and experience to create good experiences for children and families• Go the extra mile, being proactive and taking initiative as appropriate to the role• Actively engage in your professional development, taking new opportunities to learn new skills and develop knowledge	E ✓✓
Works collaboratively	<ul style="list-style-type: none">• Networks with internal and external partners to find out mutually beneficial ways of working• Takes a consultative approach, seeking out the views and opinions of others who are affected by issues• Being a good team player and stepping up to assist others when needed• Being approachable, listening and building constructive honest relationships	E ✓✓
Communicates effectively	<ul style="list-style-type: none">• Able to communicate and relate to people from a diverse range of backgrounds• Uses clear language when talking or writing to people so they understand and can engage• Sharing and passing vital information to the appropriate team member in an accurate and timely manner• Escalates issues and concerns, ensuring risks are understood and responded to	E ✓✓
Focuses on results	<ul style="list-style-type: none">• Understand why you are doing something and how it achieves the best outcome for yourself, the team and stakeholders• Completing work to the best of your ability with the resources available• Understands goals and objectives and does what is needed to do to achieve these• Delivers projects on time and within allocated budget	E ✓✓

Name: _____
(In Capital Letters Please)

Signed: _____

Date: _____