

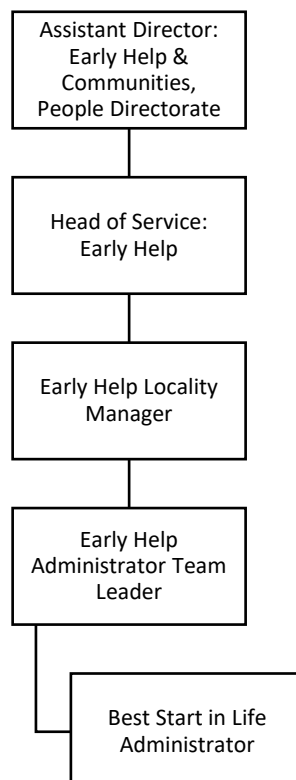
JOB DESCRIPTION

Job Title:	Administrator - Best Start In Life Team – 12 month Fixed Term Contract		
Directorate:	People	Salary:	£26,718 - £30,269 p.a. Including: £729 London Weighting
Section:	Early Help & Communities Family Hub	Grade:	BG-I, SCP06-14
Location:	Family Hubs	Work Style:	Hybrid

Key Objectives of the role

- To provide high quality administrative, organisational, and coordination support to the Best Start in Life team supporting joint working with the Early Years team.
- To welcome families into the Rowans Best Start in Life Hub To work collaboratively with staff across services, partners, and external stakeholders to ensure smooth operational delivery and excellent family experience.

Designation of post and position within departmental structure



Daily and monthly responsibilities

Provide comprehensive administrative support to the Best Start in Life team, including diary management, minute-taking, meeting organisation, and document preparation.

Maintain accurate, up-to-date records relating to the Best Start in Life initiative and the parenting offer.

Assist with the coordination of project activities across Family Hubs to ensure timely and consistent implementation of the Best Start in Life initiative.

Support the BSIL team to source and book appropriate venues in the community to deliver the offer

Support the scheduling, promotion, and administration of parenting programmes delivered through Family Hubs both on and off-site.

Liaise with facilitators, practitioners, and Family Hub/Early Years staff to ensure smooth running of groups, courses, and sessions.

Act as a first point of contact for general enquiries related to the Best Start in Life programme and parenting offer.

Welcome families into the hub when working from the reception desk

Ensure social media accounts are kept up to date to reflect our offer and expand reach

To maintain office systems, including general word processing; filing and data entry of hub records, some of which may include sensitive or confidential information; collating such information as required to meet the needs of local and national government; entering data on Local Authority databases as required. To support the maintenance of financial and statistical records as required.

To undertake general administrative duties such as dealing with mail, arranging meeting times, and room bookings. To keep the centre displays up to date and maintain the appearance and tidiness of the hubs when working onsite.

To undertake the ordering of stationery, equipment etc. as required by the team using the Borough's online systems. To monitor orders and the delivery of goods. To keep an inventory of goods received.

To ensure services are advertised and updated through digital means. Help maintain digital content, including internal platforms, BSIL communications, and public-facing resources.

Support quality assurance processes, including collecting participant feedback and maintaining audit-ready documentation.

To support the team in running activities and groups for families and children. To shop for, prepare and clear refreshments. To be available to assist team members in service delivery in the event of a staffing difficulty.

To comply with policies and procedures relating to safeguarding, health and safety), welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person. Report any maintenance problems that are observed or raised to the Manager. To actively support the Borough's Equal Opportunities Policy and ensure that all hub users have equal access to opportunities.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the post and should be taken as guidance only.

Scope of role

- Direct support to head of service, locality manager and all BSIL colleagues
- Commitment to the Council's Equal Opportunities policy at all times
- Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>GCSE English and Maths A-C</p> <p>Proficient literacy and IT skills</p> <p>Database experience</p>	<p>Typing and/or word processing qualifications</p> <p>Safeguarding training</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>Reception and telephone experience, excellent IT and PC skills, familiarity with Microsoft Office</p> <p>Experience of input/extraction from a computer database</p> <p>Experience of dealing with members of the public, especially families and children.</p> <p>Ability to work under pressure and meet deadlines and to work independently when required</p> <p>Understanding of confidentiality</p> <p>Understanding of and commitment to Equal Opportunity issues</p>	<p>Experience of maintaining financial/statistical returns.</p> <p>Experience of working in a family centred setting, specifically working with vulnerable families.</p> <p>Experience of a wider range of Microsoft office products including forms, OneNote , Sharepoint</p> <p>Experience of devising and maintaining administrative systems.</p> <p>Experience of working with any or all of the following</p> <ul style="list-style-type: none"> • ONE • Agresso • Mosaic
Work-related Personal Requirements	<p>Good interpersonal and communication skills- both written and oral</p> <p>Confidence and enthusiasm</p> <p>Logical and systematic approach to administrative tasks.</p> <p>Reliable, ability to work on own initiative, well organised with an ability to prioritise workloads ensuring accuracy and attention to detail</p> <p>Ability to demonstrate a tolerant, patient, friendly approach within</p>	

professional boundaries and display empathy for families under stress

Ability to interact effectively with very young children.

Willingness to get involved in centre activities as appropriate

Ability to travel between BFC sites

Other Work Requirements

A satisfactory enhanced Disclosure and Barring Service check. This post is exempt from the Rehabilitation of Offenders Act 1974

The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.

Able to maintain strict confidentiality of information received and processed as part of the job role.

Commitment to customer care and quality

Role models and demonstrates the Council's values and behaviours

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD 2024

Proudly supporting those who serve.



workplace
wellbeing
CHARTER