

| Job Description | |
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| Job Title | Administrator |
| Salary Range/Grade | M |
| Job Location | Stream 2: Hodge Hill and Sutton |
| Hours Per Week | 37 |
| Reports To | Senior Administrator or Admin and Data Manager |
| Responsible For | n/a |
| <p>What positive impacts will this position have on children, young people and families?</p> <p>Children’s Centres will retain primary focus on 0-5 within the 0-19 model, with flexibility for 5-19 and a “whole family approach” which includes on-going and sustained development of Family Hubs.</p> <p>To provide reception and general administration support including meeting and greeting visitors, handling telephone enquiries, dealing with post and supporting data gathering, entering and monitoring systems, as well as other clerical duties as instructed by Senior Admin and/or Admin and Data Manager.</p> <p>In the role of Administration Assistant at Spurgeons, providing efficient administrative support directly contributes to the seamless delivery of vital services for children, young people, and families, ensuring their needs are met with care and professionalism.</p> | |
| General Description | |
| Task | |
| <ul style="list-style-type: none"> • Receive and respond to telephone enquiries, updating trackers, redirecting as necessary in a timely manner. | |
| <ul style="list-style-type: none"> • To provide a high standard of reception services where all service users, staff and visitors are warmly met and welcomed to the service. | |
| <ul style="list-style-type: none"> • To be responsive and effectively communicate with service users, colleagues, professionals and other agencies face-to-face and through electronic message systems. | |
| <ul style="list-style-type: none"> • Responsible for the day to day running of the reception area and work within the ethos and procedures of Spurgeons which include safeguarding, confidentiality, anti-discriminatory practice, and Health and Safety, effectively building and administering case files as appropriate | |
| <ul style="list-style-type: none"> • To be an effective team member who is able to communicate appropriately and professionally with service users, colleagues and multi-agency partners, contributing to the running of the service. | |
| <ul style="list-style-type: none"> • To carry out any other clerical/admin task as directed by Senior Administrator and/or Admin and Data Manager. | |
| <ul style="list-style-type: none"> • To deal with incoming calls, answer general queries and refer calls to appropriate departments and take message where necessary. | |

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| <ul style="list-style-type: none"> Record keeping including vitamins distribution and attendance recording is up to date in a timely manner. |
| <ul style="list-style-type: none"> To support the organisation of service meetings and events including booking of venues, ordering refreshments and equipment for meetings. |
| <ul style="list-style-type: none"> Ensure all office functions are carried out including answering phones, updating trackers and recording and maintaining room booking queries. |
| <ul style="list-style-type: none"> Raising of orders taking receipt of orders and distribution where necessary. |
| <ul style="list-style-type: none"> To use IT software including database, presentation, spreadsheet and web-based software to compile and produce required documents for use within the service. This includes operating within Spurgeons financial systems. |
| <ul style="list-style-type: none"> To produce marketing and publicity materials that may include: posters and flyers; website; social media. |
| <ul style="list-style-type: none"> General administrative duties: photocopying, filing, message taking, incoming and outgoing post, maintaining diaries/calendars. Operate and use word processing, database and spreadsheet software. |
| <ul style="list-style-type: none"> Preparation and tracking of correspondence and reports and the necessary follow up action |

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| <p>What you will have achieved by month 3</p> | <ul style="list-style-type: none"> Completed essential online training Read and understood policies and procedures Attended Spurgeons 'Introducing our Ethos and Values' workshop Completed 3 month mid probationary review Proficient in handling reception duties, including greeting visitors, managing incoming calls and directing enquiries to appropriate colleagues Have a basic understanding of data gathering processes and assisting in collating and entering data into systems accurately Familiar with administrative procedures and protocols within Spurgeons Adapted to various clerical duties as instructed by the manager Demonstrate effective communication skills with colleagues, service users, external agencies and partners |
| <p>What you will have achieved by month 6</p> | <ul style="list-style-type: none"> Successfully completed probation and probationary review meeting Handling reception and general admin tasks independently requiring minimal supervision |

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| | <ul style="list-style-type: none"> Improved data management skills, including the ability to effectively input and monitor data in systems Demonstrate increased efficiency in work, completing tasks promptly and effectively Demonstrate a proactive approach with work, anticipating the needs of the team and taking the initiative to assist with admin tasks without direction |
| What you will have achieved by month 12 | <ul style="list-style-type: none"> Mastered reception and general admin duties, handling all tasks with confidence and professionalism Advanced data management skills, including the ability to analyse data, generate reports and identify areas of improvement with confidence Proactively identifying opportunities to streamline processes, solve problems and contribute ideas for enhancing administrative efficiency |

| Type | Description | Essential/ Desirable |
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| Qualification(s) | <ul style="list-style-type: none"> GCSE A-C in English & Maths NVQ 3 Business Administration NVQ 2 Customer Service | E E E |

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| Professional Registration | <ul style="list-style-type: none"> N/A | |
| Experience | <ul style="list-style-type: none"> Experience of general clerical duties including knowledge and experience of various Microsoft IT packages Proven work experience as a Receptionist, Front Office Representative or similar role Experience of dealing with the public and telephone enquiries Excellent organisational skills Monitoring and maintaining office equipment | <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> |
| Skills | <ul style="list-style-type: none"> The ability to communicate with people from a wide range of backgrounds. The ability to work individually and as part of a team. Excellent communication skills (both written and oral). Able to work alone and use own initiative and organise own workload | <p>E</p> <p>E</p> <p>D</p> <p>E</p> |
| Knowledge | <ul style="list-style-type: none"> ICT packages and relevant software Databases Data Protection Act/s Knowledge of customer service principles and practice Knowledge of administrative and clerical procedures | <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> |
| Additional Requirements | <ul style="list-style-type: none"> Regular travel within the geographical area Flexible approach to hours due to possible travel and supporting the needs of colleagues and service users. A car driver with access to a car for work purposes | <p>E</p> <p>E</p> <p>D</p> |
| Personal Qualities | <ul style="list-style-type: none"> Decisive Empathetic Organised Reliable Resilient Approachable Compassionate Diplomatic Personable | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |

Job Description & Person Specification

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| | <ul style="list-style-type: none">• Self-motivated• Committed• Proactive | E E |
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What We Expect From You

Our Values:

Everything we do is driven by our values which define who we are and how we work together to support children, young people and families. Our values are at the core of everything we do.



Our Behaviours:

We have certain expectations of your interactions with our colleagues, our partners, children and the general public. We would expect that you exhibit these behaviours as an employee of Spurgeons.

- Put children and young people first in everything we do
- Respect and value every individual
- Listen to understand without judging
- Be open and honest with kindness
- Persevere to be our absolute best and do what we say we will do
- Bring out the best in each other as we work together for the right result

Safer Recruitment & Employment Policy:

As part of Spurgeons Safer Recruitment & Employment Policy, any appointment to this role will be subject to the completion of a DBS application and obtaining satisfactory references.

Equal Opportunities For All:

We actively encourage applications from a broad and deep range of backgrounds and experiences. We are a Disability Confident Employer.

