

Job Profile

Position Details	
Post	Children's Centre Administrator/Receptionist
Service Area	Directorate/Business Unit/Service/Section/Team
Reports to	Executive Head of Children's Centre
Grade	Scale 4
Job Family	To be completed by HR

Role Purpose
<ul style="list-style-type: none"> • 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 Responsibilities
<ol style="list-style-type: none"> 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. 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 systems 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 in photocopying, binding and laminating documents as required. 10. To assist in carrying out regular stock checks on stationary materials and ordering new stock as needed. 11. To receive all deliveries, checking receipts of goods and notifying personnel to collect. 12. To produce any relevant publicity for the centre. 13. To display current information including centres weekly planner on notice boards for personnel. 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 Centre services and enter details into the database. 16. To enter registration and attendance data in to the centre's database

Main Contacts & Other Information

Main Contacts:

Carol Beaumont – Executive Head of Children’s Centre

Other Information:

This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
✓				
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	YES		Use of a computer.	YES	
Audio typing.	NO		Crisis or conflict situations.	NO	
Walking more than a mile.	NO		Manual handling.	YES	
Working alone or in isolation.	NO		Working in confined spaces.	NO	
Driving a car, van or minibus.	NO		Preparing or serving food.	NO	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	NO		Working in awkward positions, e.g. stooping, bending, reaching.	NO	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	NO		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	NO	
Regular and repetitive movements.	YES		Working shifts / unsocial hours, nights.	NO	
Outdoor work involving uneven surfaces.	NO		Standing or sitting for prolonged periods.	YES	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	YES		Working at heights / on ladders, roof work.	NO	
Teaching, or responsibility for, children.	NO		Outdoor work involving extremes of temperature.	NO	
Electrical hazards.	NO		Control and restraint.	NO	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
N/A
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
N/A