

JOB DESCRIPTION

Job Number:	N2040
Service:	Operations Group - Learning and Achievement - Children's Centres and Traded Units
Job Title:	Administrative Assistant - Early Help Services
Reports To:	Finance and Data Officer - Early Help Services
Main Purpose of Job: <i>Briefly – what is the job there for and why is it being done? Please attach an organisation chart to show clearly, the department structure and where the job fits with this.</i>	
The postholder provides administrative, reception and financial duties to support the smooth running of Early Help Services within Children's Centres across the area.	
Main Responsibilities and Duties: <i>What needs to be done? – Describe the main responsibilities and duties required of the job. This should include responsibilities for the support or management of clients, employees, budgets, processes and equipment.</i>	% of Time
<p>1. Maintain systems and procedures to support the authority's policies, procedures and outcomes, including general administration duties as required:-</p> <ul style="list-style-type: none"> - producing of documents/reports/letters as required - setting up client files (paper and electronic) and related procedures - dealing with email, photocopying, faxing, filing - maintaining/updating Premises/Health & Safety (H&S) files - maintaining asset logs and reporting equipment faults - producing/distributing newsletters, timetables and leaflets as required - handling money and maintaining records for petty cash/unofficial funds/clients personal payment records/bank monies - ensuring VAT receipts are obtained and dealt with appropriately - dealing with incoming/outgoing post/franking machine - ensuring regular IT housekeeping tasks completed, eg logging issues with IT support - maintaining meeting room booking system and set up meeting rooms as required, in accordance with room charging policy - keeping financial records on relevant information and creates reports when necessary - ensuring website is maintained and kept up to date 	35%

2. Provide advice, guidance and information for staff, clients and suppliers, by telephone, email and at reception as required. Ensure enquiries are dealt with promptly and efficiently, taking messages, ensuring safeguarding and appropriate visitor procedures followed, eg signing in/issuing badges, etc. Give advice and information where appropriate.	25%
3. Use IT systems to input and extract information and distribute information to appropriate staff, eg SAP, eStart, spreadsheets etc and ensure all relevant business processes are followed. Ensure that data is input into an appropriate database (such as Estart) as required and maintained within laid down timescales.	15%
4. Prepare information relating to services, outcomes, centre activities as required by the Deputy/Operational Manager to support management and performance information requirements, eg SEF, quarterly reports, Business Plans and Department for Education requirements.	25%
5. Prepare and process orders for stationery/goods/services on SAP, receive and check delivery notes, invoices and accounts. Process invoices for payment after certification by an appropriate senior member of staff. Raise invoices as required. Deal with general enquiries from colleagues, suppliers and clients relating to these processes.	
6. Attend meetings, including servicing Community Board meetings, Advisory Boards and other meetings, including taking minutes, preparing agendas and all associated tasks as and when required.	
7. In liaison with the Finance and Data Officer and/or County Health and Safety/Premises Management staff, undertake tasks relating to the local safety checks of the building and risk assessments within established authority procedures and reports the issue appropriately. Ensure arrangements are in place for regular servicing and maintenance of equipment.	
8. Undertake any other duties commensurate with the level of the post as required by the service which could involve travelling across the County.	
9. Contribute to the planning and development of administrative systems, procedures and working practices.	
10. Carry out research/project work as directed by the Line Manager.	
11. Undertake any training and development commensurate to the level of post.	

Facts and Figures: Give facts and figures that help to give a picture of the job. This should include any statistics relevant to the job, for example the number of clients supported, type and value of equipment, resources or premises for which the job has responsibility, size of budgets controlled or which the job has some impact on and, if appropriate, numbers of staff managed.

Support staff within the Children Centre, including management staff.

Responsible for the security, receipting and subsequent safe banking of cash ranging from approximately £200 - £500 pw across the area through the use of any petty cash system, or receiving donations by group users . The postholder may be a joint key holder of the safe.

Maintain records for up to 5,000 children across the area.

[This post is subject to clearance of a DBS \(Disclosure and Barring Service\) check.](#)

SUPPORTING PROCESSES

Problem Solving and Creativity: Give examples of the problem solving and creativity involved in the job. This should include resolving issues over interruptions to work deadlines, priorities and changing demands. How often do these issues occur?

Work is undertaken within the authority's standardised policies and procedures and as directed by the Line Manager and senior staff.

The postholder is expected to work on centre reception and, as a result, day-to-day tasks (procurement, updating client records) are often interrupted. The postholder will prioritise the needs of, and respond to service users coming into the centre. The postholder will report contentious or complex matters to the Finance and Data Officer for advice or decision, although a reasonable degree of judgement is expected before referring problems.

Respond immediately and effectively to changing/new priorities.

Within agreed criteria, the postholder creates, maintains and corrects data on various systems, including SAP and eStart.

Organise dates/venues/equipment for meetings.

Contribute to improvements in existing office procedures.

Decision Making: Give examples of the types of decisions that the job has responsibilities for making, including where appropriate those relating to resources, budgets and employees. Show where there is authority of freedom to act and where there is an impact via recommendations or advice.

Ability to make decisions about own workload, including reception duties and updating and maintaining records, within agreed criteria or discussion with the Finance and Data Officer. The postholder may be the only member of the administrative staff in the centre and as such will need to respond to and deal with various issues and day-to-day problems without immediate support.

Physical Effort and Working Conditions: Give details and the frequency of any special effort needed, including the prolonged or frequent use of IT equipment and describe any particular working conditions, other than those encountered in a normal office environment, to which the job holder is subjected eg noise, outside working, unpleasant surroundings.

Work is normally undertaken in an office environment within the Centres across the five district areas. Children's Centre opening hours may vary depending on services offered, but can be open to the public from 8:00am to 6:00pm, Monday to Friday.

The postholder will be required to man the reception area of Children's Centres and will be at times lone working.

The postholder will be required to deal with families of varying abilities and needs and who on occasions can be distressed and to deal with those situations in an appropriate manner in accordance with guidelines and procedures.

The postholder may occasionally be required to work at weekends.

Centres can be noisy environments to work in, dependant on nature and number of activities taking place.

Significant use of IT equipment and telephony to carry out daily tasks.

The postholder will be working on their own (in accordance with SCC's lone working policy) and may be required to travel across the County and/or work from a number of delivery points as and when required.

The postholder will be responsible for the line management of premises staff in centres where such staff are employed.

This is not a childcare post, but the postholder will have access to sensitive and confidential information about children and families and will need to adhere to the data confidentiality and information sharing protocols within the Authority.

Contacts and Relationships: *Give details of the range and type of people within the Council or external organisations and including the recipients of services it is necessary to contact in order to carry out the responsibilities of the job. What is the range and purpose of the contact e.g. providing information or advice, directing, monitoring, influencing, motivating.*

The postholder has regular contacts with operational and support services staff, including the Senior Management Team and Administration Team across the county to pass or receive information and to receive work instructions and provide support across all areas as and when required.

There is telephone and face-to-face contact with clients, members of the public, suppliers, and voluntary and external organisations to pass and receive information, or deal with queries. On occasions, clients can be distressed or difficult, requiring the postholder to use tact and discretion in line with the confidentiality agreement and to be committed to the safeguarding and welfare of children.

The postholder will need to be confident in dealing with a variety of people including colleagues at various levels within SCC and partner organisations and families and children using the centre service.

Additional Information: *Anything else that is relevant to the job that is not adequately covered elsewhere.*

None.

Knowledge, Skills and Experience: (To be completed by the Line Manager) *The minimum general education standard, qualifications, training and level of experience required by the job holder to be fully effective in the job. Note that this information should relate to the requirements of the job and not what may be available from existing jobholders.*

The postholder would require relevant GCSE's, including English and Maths or up to NVQIII/QCF Level 2 standard or equivalent, together with previous office knowledge and experience.

Knowledge of the work of the Early Help and Children's Centre Service, general clerical and office routines.

Skills are required in IT applications and knowledge and experience of MS Outlook/Office/Excel is required and the ability to update and maintain computerised records.

A good standard of written English is required together with good verbal

communication skills.

Experience of working to tight deadlines, prioritising own working and the ability to deal with staff of the centre and the various users of the centre.

Agreed that the Job Description is a fair and accurate statement of the requirements of the job:

Job Holder: Date:

Line Manager: Date:

Designated Senior Manager: Date:

November 2013