

CHRISTIAN FAMILY CARE - JOB DESCRIPTION

Job title: Children's Centres Assistant / Administrator
(Arlesey Children's Centre)
Reports to: Children's Centre Co-ordinator
(Arlesey Children's Centre)

Job Summary:

To be an active member of the managing organisation team with a shared joint vision and shared targets, in order to deliver open, inclusive and responsive Children's Centre Services; providing a timely and early intervention service, within the Every Child Matters Framework.

To provide effective, friendly reception duties for Children's Centre services and assist other team members in service delivery.

To provide administrative support for Arlesey Children's Centre.

Main Duties and Responsibilities:

General

- Support the work of the Children's Centre services in the provision of reception duties.
- Liaise appropriately with outside agencies in connection with the work of the service.
- Provide administration services.
- To assist staff to run planned sessions for children and parents/carers in a professional and friendly manner.
- Maintain the filing system for the Arlesey Children's Centre as an efficient and accessible filing system both paper and electronically.
- Develop and implement efficient, effective systems to ensure the smooth operation of the service. E.g. dealing with post, updating calendars etc.
- Develop and implement efficient processes for the provision of supplies for the service ensuring 'best value' and the maintenance of adequate stocks to support the work.

Specific delivery tasks and service delivery

- To be the first point of contact for visitors to the centre, welcoming them appropriately and ensuring they are relaxed e.g. offering refreshments.
- To deal with all telephone enquiries in a polite and helpful manner.
- To be able to prepare and clear rooms, in a timely manner.
- To be responsible for the effective operation of the signing in book for all visitors to, and users of, the centre.
- To establish and implement procedures for ordering and monitoring of all leaflets and other information sources and develop and maintain a source of relevant up to date local information.
- To ensure the centre is well stocked with healthy eating snacks and other appropriate refreshments.
- To become familiar with the use of all the domestic equipment to be able to demonstrate correct and safe use to parents and other centre users.
- To create and distribute programmes and promotional literature.
- Develop and maintain an accurate, up to date database of contacts for the service.
- In conjunction with the Children's Centres Co-ordinator implement effective processes for the maintenance and smooth operation of the buildings, ensuring all Regulations are complied with e.g. PAT testing.

Contributing to the team

- To support the overall vision, ethos, work and aims of the Children's Centres to ensure practice is in line with Every Child Matters key outcomes and activities are effectively delivered.
- To attend all planning, supervision, support and staff meetings and briefings as arranged.
- To work individually and as part of a team.
- To assist with the daily operating procedures.
- Provide input to team decisions showing respect for others views and contributions.
- To attend appropriate training courses to aid personal and professional development as necessary, as identified through staff supervision and appraisal with the co-ordinator and in line with your job description and targets.

Health & safety

- Undertake risk assessment related to your working environment.
- Work within the Health and Safety policy guidelines of the charity and Children's Centre Service.
- Report to the Co-ordinator any maintenance or repairs required in your workplace.
- To develop and implement effective systems to ensure all Health and Safety regulations are complied with.

Other

- To know, understand and work in accordance with all Christian Family Care policies and the Children's Centre Service procedures – including safeguarding children, data protection, confidentiality, health and safety, equal opportunities etc.
- Undertake any other duties and responsibilities commensurate with the level and responsibilities of the post.
- Work to the values of the charity respecting the Christian identity it holds.
- Undertake all duties in a positive, friendly, supportive and non-judgmental manner.
- Communicate in an open and courteous manner with colleagues and service users.
- To work across all Christian Family Care Children's Centres when required.
- Actively and continuously review all work related activities and suggest areas for improvement.
- Carry out responsibilities in accordance with the charities policies and procedures.
- The duties and responsibilities contained within this job description are indicative but not exhaustive. As the Children's Centres develop, the requirements of post may change. The post is therefore subject to review in discussion with the post holder.