

Business Administrator Grade 04

About the Service

Families and Communities aim to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths. This is the right thing to do. Families tell us they do not want to be in services, and evidence says that lives are better when needs can be met early within the family or community. Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can.

Reporting Relationships

Responsible to: Family Hub Manager
Responsible for: N/A

Key Accountabilities:

1. To provide excellent customer care and professional reception services, including:
 - a. Meet and welcome children (0-19 yrs), parents and service providers to the centre
 - b. Manage an electronic diary of activities and room bookings
 - c. Deal with incoming telephone calls and enquiries about services
 - d. Register new users
2. To use, maintain and monitor extensive and varied IT facilities including specific responsibility for:
 - a. Co-ordination and maintenance of data for the "Building Resilient Families" initiative
 - b. Information systems for the input and retrieval of data
 - c. Extracting and presenting data to assist in the management of performance
 - d. Use of office Intra/Internet facilities
 - e. Use of digital and scanning equipment

3. To fully utilise the services data recording system to register new users and maintain records of attendance for some activities, as directed by the Family Hub Manager.
4. To take a lead, with colleagues, in ensuring the smooth running of activities in the centre, by supporting activity providers and users as required.
5. To service various formal meetings, including organising venues, issuing invites and minute taking, the production of accurate records and the distribution of reports within agreed time scales.
6. The production of documents to a high standard of accuracy and presentation using the software provided. This will include the production of letters, reports, tables, presentations and publications.
7. Processing day to day financial transactions within the office, in accordance with financial regulations, including receipt and payment of cash, placing of orders, ensuring payment of accounts through the County Council Finance and Procurement System (SAP).
8. To provide support, guidance and advice to the team on internal processes and the use of the various IT facilities.
9. To undertake activities relating to the publicity and marketing of services offered by the Children's Centres.
10. To maintain Service User, and other confidential records in accordance with Families First procedures, ensuring compliance with policies on case recording, data protection, file retention and destruction.
11. To undertake any other duties commensurate with the grading of the post.

Person Specification

Qualifications/Professional membership

- GCSE English or equivalent
- IT qualification equivalent, ie ECDL/CLAIT or equivalent
- work experience to the competency level of ECDL
- NVQ Level 2 in Business Administration or Customer Care, or equivalent; willingness to work towards NVQ Level 3

Knowledge and Experience

- Experience of using computer-based information systems in an office environment
- Ability and experience of using IT systems including Microsoft Office and Outlook, with accurate and competent keyboard skills
- Experience of organising formal business meetings and taking minutes
- Demonstrate a commitment to further training and development commensurate with the grade.

Skills

- Good written and oral communication skills with children's young people and parents as customers, as well as staff from partner organisations
- Evidence of excellent customer service skills and the achievement of high-quality services
- Demonstrate accurate numerical skills and have an eye for detail when processing information
- Ability to process information during a meeting and create accurate minutes
- Ability to work independently, with minimal supervision.
- Working within a team, preferably in an office environment
- Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines
- Commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base

This post is designated as a casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.