

JOB DESCRIPTION

JOB TITLE: Advice, Information and Community Linked in Administrator (25hours per week)

BASED: Dry Arch Children's Centre – Dungiven and Limavady

RESPONSIBLE TO: Sure Start Manager

JOB PURPOSE

The post will require the person to identify and support pregnant women and families with children under 4 living within the Sure Start catchment areas, to take up the most appropriate programmes and services they need.

The post holder will play a key role in ensuring that all families wishing to use the children's centre have a point of contact that is welcoming, well informed and can identify and direct users to appropriate programmes and services.

The post holder will be required to provide information and advice at other venues to ensure that services meet the needs of local families.

MAIN DUTIES:

1. Directly contact families with children under 4 to promote the take up of Children's Centre activities and to engage families in Children's Centre services, where appropriate arranging a home visit or meeting.
2. Develop personalised engagement plans with families to ensure where appropriate their take up and attendance continues.
3. Contribute to the monitoring and evaluation of all programmes and services and to keep accurate, robust, clear and detailed records for each child and family on the Sure Start Play database.
4. Provide administrative support to staff as required; photocopying, filing, scanning, emails, use of excel spreadsheets, publisher, power point and word.
5. Ensure that families are supported and encouraged to access services via the children's centre, and to register them in order that appropriate monitoring and evaluation of services can be carried out.
6. Collect and input data onto the Sure Start Play Database in order to effectively measure the take up of services and outcomes for children and families.
7. Keep informed about appropriate early years services and ensure that all information, leaflets and notice boards are kept up to date and accessible to all families using the children's centre.
8. Type and issue letters to parents/carers including memos.
9. Prepare and distribute memos to staff.
10. Administer the room bookings system and ensure that rooms are suitably equipped for use by multi-agency services and families.
11. Order resources and equipment for the children's centre under the direction of the Centre Manager.

12. Report any Health and Safety matters/faults to the relevant staff member/external agency.
13. Provide any other administrative/clerical support as required within the Centre.
14. Attend relevant meetings and training to keep up to date with best practice and support continuous professional development.
15. Undertake other duties that maybe required from time to time and that are commensurate with the grading and general duties of the post.
16. The post-holder must be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection; and follow correct reporting procedures.

GENERAL DUTIES:

1. Attend training, supervision and development opportunities as directed by the Sure Start Manager in order to develop skills and knowledge and keep up to date with developments in the field of children's services and parent support and information.
2. Attend appropriate Safeguarding training.
3. Attend meetings and produce verbal and written reports as requested by the Sure Start Manager.
4. Adhere to all Centre policies and procedures
5. Travel to other sites as and when required

EQUALITIES

- The post-holder must be aware of and support difference and ensure that children have equality of access to opportunities to learn and develop.
- S/he must have an understanding of and commitment to equal opportunities and anti-racism.
- S/he must actively challenge discrimination and social exclusion, being responsive to the cultural and social diversity of the reach area.

POLICIES & PROCEDURES

- The post-holder must be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection; and follow correct reporting procedures.

OTHER

- On occasion the post holder may be required to support the delivery of all programmes including working within the crèche and early years' service where necessary.

Every member of staff has a duty to keep children safe.

This job description is not an exhaustive list of duties and you will also be required to carry out any other duties which may reasonably be required of you in accordance with the needs of Dry Arch Sure Start. You are also required to be flexible and adaptable with respect to your role.

PERSON SPECIFICATION:

Advice, Information and Community Linked in Administrator

ESSENTIAL CRITERIA:

- GCSE grades A-C in English and Maths (or equivalent)
- Good IT skills including the use of MS Office and other databases.
- Good questioning technique to be able to gather information effectively and identify requirements
- Ability to use initiative and respond to differing situations or requirements
- Methodical approach to information gathering, recording and reporting including inputting data on a database
- Good organisational skills to ensure that all aspects of the role are met.
- Good interpersonal skills combined with the ability to work effectively within a team.
- Able to maintain confidentiality
- Ability to work, empathise and communicate effectively with all sections of the community.
- Experience of establishing administrative systems
- Proven experience in dealing with the public by telephone and in person.
- Experience of dealing with sensitive issues effectively.
- Commitment to supporting inclusive services.
- Commitment to Equal Opportunities.
- Ability and willingness to attend evening and weekend meetings if and when required.
- Commitment to continuous personal development
- A current driving licence and have access to a reliable vehicle to travel to a range of community settings.
- Ability to identify and prioritise issues with a problem solving approach.

DESIRABLE

- Experience working as a receptionist.
- Experience of working within a Sure Start or Children's Centre.
- Experience of using the Sure Start Play Database.
- Relevant customer service qualification.
- Relevant administrative qualification.

This post is classed as having a high degree of contact with children or vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act 1974. Employment to this post will be subject to an enhanced criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. You are also required to confirm whether anyone in your household is disqualified from working with children and vulnerable adults.