

# Children & Family Services Senior Office Administrator

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<b>Job Title:</b>	Children & Family Services Senior Office Administrator
<b>Hours:</b>	Full-time 37.5 hours per week all year round
<b>Responsible to:</b>	Children & Family Services Manager
<b>Responsible for:</b>	Nursery Administrator, Supply workers and Kitchen staff
<b>Grade:</b>	C

## Purpose

To support the day-to-day operations of the Children and Family Services (C&FS).

## Main duties and responsibilities

- ◆ To be responsible for Health and Safety including carrying out risk assessments, reviewing policies and monitoring accidents and incidents.
- ◆ Managing staff – Administrator, Kitchen staff, bank of supply staff.
- ◆ Carrying out staff appraisals, managing performance and disciplining staff with the support of C&FS Manager or HR Manager.
- ◆ In liaison with room leaders ensuring ratios are maintained when there are staff absences.
- ◆ General Management of payroll paperwork, advertising vacancies and preparing job packs etc. as directed by Managers.
- ◆ Ensure that support is given to supply staff and kitchen staff in all aspects of their role e.g. carrying out inductions, reviews, communicating working hours, support with menu and dietary changes.
- ◆ To welcome visitors to the setting and provide first contact for enquiries, registrations and bookings for C&FS maintaining a high level of customer care.
- ◆ Answer the telephone promptly and direct enquiries as appropriate and where necessary take accurate messages and ensure that they are passed on to the appropriate staff.
- ◆ To support the senior staff with allocating places where required.
- ◆ To support and carry out any other administration tasks as required by the Manager/Deputy Managers/Room Leaders e.g. managing the waiting list and applications.
- ◆ Support administrator with the recruitment process, liaising with C&FS Manager and HR Manager.
- ◆ Using a range of office software, including email, spreadsheets, First Steps and databases.
- ◆ Managing the day to day running of the Children and Family Services Office.
- ◆ Assist the C&FS Finance Administrator in their duties, for example preparation of monthly invoices, taking payments, liaising with parents who fall behind in their fee payment (building relationships), dealing with queries with invoices and payments.
- ◆ Developing and maintaining administrative systems.
- ◆ Maintaining the condition of the office and arranging for necessary repairs.
- ◆ Ensure that the office is welcoming and kept in a safe, tidy and accessible state at all times.
  
- ◆ Organising and chairing meetings with staff.
- ◆ Implementing and promoting the equality and diversity policy.
- ◆ Responding to customer enquiries and complaints.

## Parents and carers

- ◆ To build trusting and professional relationships with all families in the setting.
- ◆ Offer support and guidance to parents and families including signposting to other organisations.

## General duties

- ◆ To be a key holder and open up setting as required.
- ◆ Work as a member of the Children and Family Services team.
- ◆ Attend staff and other meetings in particular those associated with working with families.
- ◆ Undertake training and regular supervision and appraisals as part of your personal and professional development.
- ◆ Observe Health & Safety policies and procedures.
- ◆ Undertake any other duties commensurate with the post.

## General requirements of all Windmill Hill City Farm staff

- ◆ To abide by the organisation's policies and procedures.
- ◆ To work within and to promote the aims and objectives of Windmill Hill City Farm, and to present a positive image at all times.

## Person Specification

### Essential Criteria

(These are the minimum qualities and levels of skill / experience you must have in order to be selected for interview)

- ◆ At least 2 years Senior Administrative experience
- ◆ Line managing staff
- ◆ Excellent interpersonal skills
- ◆ Experience of initiating, maintaining and developing administrative systems.
- ◆ Well organised, methodical and able to work to tight deadlines under pressure.
- ◆ Excellent oral and written communication skills
- ◆ Ability to work flexibly and under own initiative
- ◆ Excellent IT skills
- ◆ Able to maintain strict confidentiality in performance duties.
- ◆ Ability to maintain accurate records
- ◆ Good administration and organisational skills

### Desirable Criteria

- ◆ Experience in a child care setting.
- ◆ Experience of supporting parents and families
- ◆ Knowledge of good childcare practice and development.
- ◆ Awareness of Health and Safety issues in a childcare environment
- ◆ Child protection and safeguarding knowledge
- ◆ Awareness of current childcare legislation
- ◆ Experience of working with children/families with additional/complex needs
- ◆ Experience of working with external agencies/professionals
- ◆ Food Hygiene certificate
- ◆ Paediatric First Aid certificate
- ◆ Child Protection/Safeguarding certificate
- ◆ An interest in the work of Windmill Hill City Farm, and an understanding of our aims and objectives

## General Criteria

- ◆ Willingness to undertake training
- ◆ A positive approach to equality of opportunity, and behaviour which demonstrates this
- ◆ Ability to take responsibility for your own health and safety, and that of others
- ◆ Ability to work with and maintain high quality standards
- ◆ Ability to develop respectful and warm relationships and communicate appropriately with children, parents / carers and colleagues.