

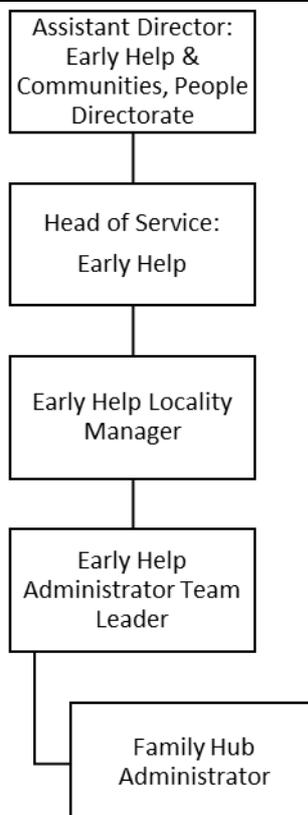
JOB DESCRIPTION

Job Title:	Family Hub Administrator		
Directorate:	People	Salary:	£25,989 – £29,540 plus £729 London Weighting
Section:	Early Help & Communities Family Hub	Grade:	BG-I SCP 06 - 14
Location:	Family Hubs	Work Style:	Flexible

Key Objectives of the role

- To provide support to the Administrator Team Leader and the Family Hub Team Leaders.
- To be the first point of contact for Family Hub / Youth Hub users and visitors and assist with the day to day running of the hubs.
- To work in partnership with all Family Hub Administrators and share workloads across the service.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- To provide an accurate, well organised and efficient support service to the Administrator Team Leader, including the continued smooth running of the hubs by working on a flexible basis across all sites.
- To follow a duty rota system, including reception building cover duties alongside various administrative tasks.
- To be the friendly face of the hub – to greet each visitor and make them feel welcome. To answer enquiries by telephone, letter or personal visit from parents, staff and professionals and record of enquiries. To support users of the hub and signpost them to other professionals/agencies when required.
- To maintain office systems, including general word processing; filing and data entry of hub records, some of which may include sensitive or confidential information; collating such information as required to meet the needs of local and national government; entering data on local authority databases as required and to support the maintenance of financial and statistical records as required.
- To undertake general administrative duties such as dealing with mail, arranging meeting times and room bookings. To keep the centre displays up to date and maintain the appearance and tidiness of the hubs when working onsite.
- To undertake the ordering of stationery, equipment etc. as required by the hubs using the borough's online systems. To monitor orders and the delivery of goods. To keep an inventory of goods received.
- To ensure services are advertised and updated through digital means.
- To support the delivery of services and to promote activities to parents and professionals by disseminating publicity, notices and other communications.
- To support the team in running activities and groups for families and children. To shop for, prepare and clear refreshments. To be available to assist team members in service delivery in the event of a staffing difficulty.
- To comply with policies and procedures relating to safeguarding, health and safety (e.g. checking fridge temperatures, floor spills for example), welfare, security, confidentiality and data protection and reporting any concerns to the appropriate person. Report any maintenance problems that are observed or raised to the manager. To actively support the borough's equal opportunities policy and ensure that all hub users have equal access to opportunities.
- Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the post and should be taken as guidance only.

Scope of role

- Direct support to the head of service, locality manager and all team leaders.
- Commitment to the Council's Equal Opportunities policy at all times
- Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Good standard of general education with well-developed literacy and IT skills</p> <p>GCSE English and Maths A-C</p> <p>Database experience</p>	<p>Typing and/or word processing qualifications</p> <p>Safeguarding training</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>Reception and telephone experience, excellent IT and PC skills, familiarity with Microsoft Office.</p> <p>Experience of input/extraction from a computer database.</p> <p>Experience of dealing with members of the public, especially families and children.</p> <p>Ability to work under pressure and meet deadlines and to work independently when required.</p> <p>An awareness of/commitment to safeguarding children's issues.</p> <p>Understanding of confidentiality.</p> <p>Understanding of and commitment to equal opportunity issues.</p>	<p>Experience of maintaining financial/statistical returns.</p> <p>Experience of working in a family centred setting, specifically working with vulnerable families.</p> <p>Experience of devising and maintaining administrative systems.</p> <p>Experience of working with any or all of the following</p> <ul style="list-style-type: none"> • ONE • Agresso • Mosaic
Work-related Personal Requirements	<p>Good interpersonal and communication skills- both written and oral.</p> <p>Confidence and enthusiasm.</p> <p>Logical and systematic approach to administrative tasks.</p>	

Reliable with ability to work on own initiative. Well organised with an ability to prioritise workloads ensuring accuracy and attention to detail.

Ability to demonstrate a tolerant, patient and friendly approach within professional boundaries and display empathy for families under stress.

Ability to interact effectively with very young children.

Willingness to get involved in centre activities as appropriate.

The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.

Other Work Requirements

A satisfactory enhanced Disclosure and Barring Service check.

The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.

This post is exempt from the Rehabilitation of Offenders Act 1974

Able to maintain strict confidentiality of information received and processed as part of the job role.

Commitment to customer care and quality.

Anything that is applicable to the role that is out of the norm.

Role models and demonstrates the Council's values and behaviours

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

