

Administration/Reception

Summary of Duties

Reception

- To welcome children, families, professionals and all other visitors to the Centre, and to deal with those visitors in a sensitive, respectful and appropriate manner.
- To act as a reception point for telephone and personal callers, taking messages and dealing efficiently and courteously with enquiries.
- To operate the visitor recording system.
- To ensure the upkeep of the centre's information noticeboards and the replenishment of information leaflets.
- To ensure that the reception area is tidy, safe and welcoming.
- To process incoming and outgoing mail and to distribute as required

Administration/Clerical

- To provide full, flexible, efficient and responsive administrative and clerical support to the Centre staff as required, including routine word processing, data collection and input, database maintenance.
- To undertake the completion of all statistical returns as required.
- To work with the Centre Manager and administrative team in implementing and maintaining the office administrative systems, ensuring efficient systems that are accessible to all staff.
- To maintain and replenish a stock of stationery, which meets the needs of the Centre.
- To maintain inventories and records of Centre resources.
- To undertake administrative duties connected to meetings.
- To prepare and maintain Centre user records, as required.
- To collect and record child care fee payments, ensuring that correct procedures are followed.
- To make appropriate use of office equipment and co-ordinate the use of the Centre rooms, consulting with the staff as required.
- To assist in the production of materials for the Children's Centre, e.g leaflets, signs and information using desktop publishing.
- To undertake clerical duties such as filing, faxing, and photocopying, as required for the effective operation of the Centre.
- To ensure that the Centre's Equal Opportunities policies are proactively implemented so as to promote inclusion, equality and valuing diversity throughout all aspects of the centre.