

Job Description and Responsibilities

Job Title – Sessional Admin			
Responsible to:	Lead in Centre/Team	Salary Payscale	Pro rata if part time
		Minimum wage	
Date Job Description Last Updated: Dec 20		By who: BSM	

Purpose of post

- To greet and welcome families and professionals using Children’s Centres both face to face and by telephone.
- To have a proactive approach to promoting the services of Children’s Centre by offering advice, guidance and assistance to service users and signpost where necessary.
- To provide administrative and clerical support for Children Centres and key teams.

Key areas

- To welcome children, families, professionals and all other visitors to the Children’s Centres and deal with those visitors in a sensitive, respectful and appropriate manner.
- To support clients and staff in their search for information and deal with their enquiries by maintaining up to date knowledge of Children’s Centres activities.
- To have a clear understanding of safeguarding policies and procedures, and to act appropriately should areas of concern arise, in line with the centres policies and procedures.

Responsibilities

- To provide the first point of contact for service users and professionals
- To participate effectively in programmes designed to promote personal and professional development training days and supervisions.

Main duties

- To be responsible for answering the telephone, taking messages and directing the caller to the appropriate member of staff. Log information on calls received and maintain detailed and accurate records.
- To undertake reception duties for visitors to the centre in line with current centre policy in an efficient, professional and courteous manner at all times.

- To provide general administrative support to the centre, which will include but is not limited to, word processing, laminating documents, assembling newsletters, setting up and maintaining filing structures both electronic and manually, processing of incoming and outgoing mail, taking messages, maintaining diaries and maintenance of records.
- Assist in the production of materials for Children's Centres, e.g. leaflets, signs and information using relevant software packages.
- Prepare rooms and provide hospitality where necessary.
- To use current systems for recording visitors and telephone enquiries.
- To check and accept deliveries and advise the addressees.

Any other duties and responsibilities appropriate and relevant to the post, including:

- To ensure that the Children's Centre's Equal Opportunities policies are proactively implemented so as to promote inclusion, equality and valuing diversity throughout all aspects of the Children's Centre.
- To have a clear understanding of safeguarding policies and procedures and to act appropriately should areas of concern arise, in line with the North Halifax Partnership (NHP) policies and procedures.