

## Job description

<b>Job title</b>		Children's Centre Assessment & Progress Officer				
<b>Service Area</b>		Education and Inclusion		<b>Function</b>	Early Years and Childcare	
<b>Team</b>	Children's Centres		<b>Post number</b>		<b>Grade</b>	3
<b>Reports to</b>		Children's Centre Group Manager				
<b>Responsible for</b>						
<b>Purpose of job</b>						
To provide a high quality and effective reception and administrative support for Redbridge Children's Centres.						
<b>Major duties and responsibilities</b>						
<div><div>1.</div><div>To provide a front-line service covering reception duties, being the first point of contact for the service users, visitors and other members of staff.</div></div> <div><div>2.</div><div>To deal with a wide range of queries and complaints from the public and from other staff in a polite and helpful manner, in person and by telephone ensuring sensitivity at all times. Seeking advice and guidance from senior staff as appropriate.</div></div> <div><div>3.</div><div>To collect incoming mail including facsimiles in line with citizen charter procedures. To sort and circulate internal letters, documents and information to relevant staff in the office and to process and log outgoing mail.</div></div> <div><div>4.</div><div>To carry out photocopying and collating when required, ensuring it is completed to a high standard within time scales.</div></div> <div><div>5.</div><div>To provide an effective and efficient message taking service, ensuring detailed and accurate messages are passed in a timely manner to the relevant person.</div></div> <div><div>6.</div><div>To be responsible for the up keep and maintenance of public information i.e. leaflets etc. in the reception and waiting area. To ensure that the reception and waiting areas are kept safe and tidy at all times, to regularly inspect.</div></div> <div><div>7.</div><div>To be responsible for notice boards within the centres ensuring information is up to date and accurate.</div></div> <div><div>8.</div><div>To be tactful and have respect for the need for confidentiality for all parties concerned including members of staff and service users.</div></div> <div><div>9.</div><div>To report security, health &amp; safety problems and work within the Councils Accident and Incident reporting procedures. To report any building defects to the manager. This includes carrying out of health and safety risk assessments of the building before the opening hours of the building to the public and at the end of the day. To accurately complete and sign appropriate paperwork for building risk assessment etc.</div></div> <div><div>10.</div><div>To work as part of a team to ensure that the reception is covered <b>during Office hours</b> and essential priority tasks are fulfilled, including providing support and cover for other team members.</div></div> <div><div>11.</div><div>To be responsible for receiving supplies and checking deliveries against official orders.</div></div> <div><div>12.</div><div>To be responsible for dealing with utility companies when required.</div></div>						

13. To order stationary, equipment and supplies using E procurement where possible, ensuring that stocks are maintained and seek authorisation for purchases.
14. Liaise with other sections, divisions and outside agencies as necessary (such as: Finance, Education, Police, Probation, Health and other Local authorities).
15. To organise meetings when required co-ordinating attendance and confirming location, time etc.
16. To carryout data inputting in children's centres database.
17. To be punctual so that centre is ready to open to the public by the centre's opening time.

## **INFORMATION TECHNOLOGY**

18. To operate computerised systems using standard software applications including Microsoft word, Excel, and PowerPoint and also able to use database systems.
19. To be able to up date Family Information Systems (Connect) database and other databases when required.
20. To assist in maintaining the inventory at the functional unit.
21. To compose and prepare routine correspondence, arrange mail shots and create / maintain distribution lists.
22. To oversee room bookings for the building ensuring the rooms are kept tidy.

## **GENERAL**

23. To ensure that Safeguarding and Health & Safety policy and procedures are adhered to including those relevant to staff, clients, building and property and that guidance manual are kept updated.
24. To provide as required cover for the work of other members of the Administrative team according to workload pressures and /or in their absence.
25. To attend team meetings and staff supervision meetings and other meetings as may be required from time to time recording the meeting, preparing minutes and circulating minutes and attendees list.
26. To contribute to the development of the Centre services.
27. To attend appropriate training as part of all staffs supervision and performance development.
28. To participate in the councils employee communications system.
29. To be smart and presentable at all times in compliance with the dress code.
30. To ensure that the Councils Equalities policies are adhered to in all areas of the Services work.
31. To under take other unspecified administrative and support tasks as may be required on and occasional or ongoing basis.

**The council operates a non-smoking policy**

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## Person specification

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<b>Team</b>		<b>Post number</b>		<b>Grade</b>	3
<i>Method of candidate assessment: A = Application Form    I = Interview    T = Test</i> <i>Weighting: 3 = most important, 2= least important</i>					
Selection Criteria				A - I - T	Weighting
<b>Education and Qualifications:</b>					
1. Educated to GCSE level or equivalent.				A	2
<b>Experience:</b>					
2. Experienced user of Office I.T. including spreadsheets, databases, word processing, and electronic mail. Able to operate computerized systems using applications including those available in Council, NHS and Education offices such as Microsoft Word, Excel and PowerPoint.				A / I / T	3
3. Previous reception experience would be desirable.				A/I	2
4. Experience of dealing with the public face to face and by telephone.				A/I/T	3
<b>Skills:</b>					
5. Demonstrable ability to communicate effectively with the public and staff within the Council.				A/I	3
6. Accuracy with numbers and other information.				A/T	3
7. Proven ability in a range of administrative tasks.				A/I	3
8. Keyboard skills				A/T	3
9. Ability to produce routine correspondence.				A/T	3
10. Excellent telephone techniques.				A/I	3
11. Ability to deal with sensitive and confidential information				A/I	3
<b>Knowledge:</b>					
12. Knowledge of Children's Centres agenda.				A/I	2
13. Understanding of other services e.g. Health Services, Education and / or Social Services are desirable.				A/I	2
14. Understanding and commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.				A/I	2
<b>Other job requirements:</b>					
14. Flexibility in working hours and pattern to ensure reception is covered.				A/I	3
15. Flexible approach for the tasks to be under taken.				A/I	3
16. Ability to learn new tasks and skills quickly.				A/I	3
17. Able to use initiative as appropriate without constant supervision or guidance.				A/I	3
18. Patient and calm personality when dealing with difficult situations.				A/I	3