

Job description

Job title			Admin and Reception Officer					
Service Area			Education and Inclusion		Function	Early Years and Childcare		
Team	Children	ildren's Centres		Post number		Grade	LBR1c	
Reports to Child		hildr	dren's Centre Manager					
Responsible for								
Purpose of job								

To provide a high quality and effective reception and administrative support with in Children's Centre's

Major duties and responsibilities

- 1. 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.
- 2. 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 quidance from senior staff as appropriate.
- 3. To take session and room bookings for the building including cash and card payments and follow the council's policies and procedures on cash and card handling and data protection.
- 4. To ensure the rooms and items are kept clean and tidy.
- 5. To sort and circulate internal letters, documents and information to relevant staff in the office and to process and log outgoing mail.
- 6. To carry out photocopying and collating when required, ensuring it is completed to a high standard within time scales.
- 7. To provide an effective and efficient message taking service, ensuring detailed and accurate messages are passed in a timely manner to the relevant person.
- 8. To be responsible for the upkeep and maintenance of public areas in the building. To ensure that the reception and waiting areas are kept safe and tidy at all times.
- 9. To be responsible for the upkeep and maintenance of information such as leaflets etc. in the reception, waiting and other areas. Ensuring that information on display is up to date and accurate.
- 10. To be tactful and have respect for the need for confidentiality for all parties concerned including members of staff and service users.
- 11. To report security, health & safety problems and work within the Council's Accident and Incident reporting procedures. To report any building issues/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.
- 12. To work as part of a team to ensure that the reception is covered during office hours and essential priority tasks are fulfilled, including providing support and cover for other team members.
- 13. To be responsible for receiving supplies and checking deliveries against official orders.

- 14. To be responsible for dealing with utility companies when required.
- 15. To be punctual so that centre is ready to open to the public by the centre's opening time.

INFORMATION TECHNOLOGY

- 16. To operate computerised systems using standard software applications including Microsoft word, Excel, PowerPoint, Teams etc.
- 17. To assist in maintaining the inventory at the functional unit.

GENERAL

- 18. 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.
- 19. 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.
- 20. To attend appropriate training as part of all staff supervision and performance development.
- 21. To participate in the council's employee communications system.
- 22. To be smart and presentable at all times in compliance with the dress code.
- 23. To ensure that the Council's Equalities policies are adhered to at all times.
- 24. To undertake other unspecified administrative and support tasks as may be required on and occasional or ongoing basis.
- 25. All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.

The council operates a non-smoking policy									



Person Specification

Job Title		Admin and Receptio	n Officer				
Service Area		·			Early Ye	Years and Childcare	
Team		ren's Centres	Post number	S003923	Grade	LBR1c	:
		date assessment: A = Ap ost important, 2= impo			T = Test		
Selection						A - I - T	Weighting
Educatio	n and	Qualifications:					
1. Educa	ted to	GCSE level or equivale	nt.			Α	2
Experien	ce:						
		perience of working in c				A/I	3
	3. Experience of dealing with the public face to face and by telephone.					A/I	3
		ail. Able to operate cor				A/I/T	3
	_	ose available in Counci and PowerPoint.	l, NHS and Educa	ation offices such as	Microsoft		
Skills:							
		ble ability to communi	cate effectively	with the public and	staff within	A/I	3
	Counci Iracy w	I. vith numbers and other	information.			A/T	3
7. Prov	en abil	lity in a range of admin	istrative tasks.			A/I	3
		roduce routine corresp	ondence.			A/T	3
 Excellent telephone techniques. Ability to deal with sensitive and confidential information 						A/T A/I	3
Knowled	ge:						
11. Understanding and commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.					welfare of	A/I	3
Other job	o requi	irements:					
12. Flexi	bility i	n working hours and pa	attern to ensure	reception is covered	d.	A/I	3
13. Flexi	ble ap	proach for the tasks to	be undertaken.	-		A/I	3
		earn new tasks and skill e initiative as appropria		ant supervision or c	uidance	A/I A/I	3 3
		l calm personality when			Jaiaarice.	A/I	3