



## JOB PROFILE

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**Job title:** Children's Centre Administrative Assistant  
**Grade:** SCP 7-10  
**Job family:** Children's Centre  
**Directorate:** Early Help  
**Reports to:** Children's Centre Manager

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### VISION FOR ACHIEVING FOR CHILDREN

*Achieving for Children is passionate about ensuring the best possible outcomes for children and young people and will deliver the services they need to live safe, happy, healthy and successful lives.*

### CONTEXT

Achieving for Children was created by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames and is commissioned to deliver children's services on behalf of the two local authorities. Our vision for Achieving for Children is simple: by bringing together professional expertise from the two founding local authorities, and by putting children and young people at the heart of everything we do, we will be able to deliver improved outcomes for families and give children and young people the best start in life.

Achieving for Children is divided into seven key business areas: Children's Social Care; Education; Early Help; SEN and Disabilities; Health Partnerships; Standards and Improvement; and Finance and Resources. Each business area is led by a Director or Associate Director who reports to the Chief Executive Officer. The **Early Help** service includes the following Business Units:

- Family Support
- Children's Centre
- SPA
- Targeted Youth Support

Achieving for Children continually reviews its structure and business practices in order to provide the best possible services for children, young people and their families, in the most effective and efficient way. As a result, the key tasks in any job profile may be varied and the post-holder will be expected to take on such variations and duties consistent with the level of responsibility of the post.

**RESPONSIBLE TO** Children's Centre Manager

**RESPONSIBLE FOR**

Provide administrative support for all the centre sites, including outreach sites, across the area. Working as an integral member of the Children's Centre staff team.

**KEY RELATIONSHIPS**

- All members of children's centre staff
- Centre partners, outside agencies, children, parents and carers.
- AfC – partner services and teams
- Community Groups and partners

**PURPOSE AND RESPONSIBILITIES**

To provide effective customer and administrative support to the Children's Centre and all outreach sites across the area.

To provide a link between families and professionals within the centre.

**KEY RESPONSIBILITIES:****Job Activities:**

- Be the first point of contact, and warmly meet, greet and receive all members of the public and all professionals entering the Children's Centre and outreach sites, providing information, support and signposting as relevant.
- Maintain a professional and courteous manner at all times and in all communications whether written, electronic, verbal, telephone or in person, while maintaining discretion and confidentiality at all times, for all users.
- Assist with the day to day data requirements of the centre, including keeping all registration and attendance records for centre users up to date and recorded using the agreed IT applications and in accordance with record keeping policies, whilst ensuring that data quality is of the highest standard.
- Carry out general administrative duties, such as answering the phone, sorting in and outward mail, managing any electronic mailbox, as directed by the Children's Centre Manager and in accordance with centre practices.
- Ensure that information points are updated, and that advertising / marketing materials are produced or sourced in a timely manner, as directed.
- Undertake limited cash handling duties, in accordance with agreed AfC protocol and procedures.
- Respond flexibly to changes in the centre programme and priorities.

- Work with the Centre Manager and CC Administrative Officer to ensure that financial systems are kept updated.
- Support the CC Administrative Officer with organising and assisting in promotional events for the Children's Centre, producing displays, leaflets, resources, information and flyers as appropriate.
- Ensure that local information points, centre and outreach sites are regularly updated as necessary, ordering and producing new stocks of publications when necessary.
- Assist the Cc Administrative Officer in the development and administration of meetings, Advisory Board and networks related to the Children's Centre where appropriate.
- Support sessions and activities as appropriate and as directed by the Centre Manager. This may involve setting up / clearing away as directed.
- Support the Centre's communication systems
- Keep local partners updated with Children's Centre developments and other updates as appropriate and as directed by the Centre Manager.
- Adhere to policies and practices as set out by the Children's centre, settings and providers.
- Ensure that your personal and professional developments needs are addressed by raising these with the Centre Manager.
- To undertake other duties as, and when required as directed by the CC Manager.
- Be aware of and comply with all AfC policies and procedures at all times, with particular reference to Safeguarding, Health & Safety, Confidentiality and Data Protection.

### **Leadership & Management responsibilities:**

- The post will be supervised by the Children's Centre management team. The post holder will not have direct line management responsibilities.

### **General**

- Be able to prioritise competing deadlines and work closely with the Children's Centre Manager to ensure that key pieces of work are properly delivered to timescale

- Participate in relevant training as identified in the AfC staff development plan, in order to improve current practice.
- Participate in all relevant meetings and activities that form part of this role.

*This authority is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment*

## VALUES AND BEHAVIOURS

<ul style="list-style-type: none"> <li>• If something is not completed effectively, I will take responsibility for correcting it as a member of the team.</li> <li>• I am conscientious with a keen eye for detail</li> <li>• I have ability to organise my work whilst keeping customer service a priority.</li> <li>• I can demonstrate a good level of understanding of equality, diversity and confidentiality issues in a customer facing role.</li> </ul>	<p><b>Essential</b></p> <p><b>Essential</b></p> <p><b>Essential</b></p> <p><b>Essential</b></p>	<p><b>Interview</b></p> <p><b>Interview</b></p> <p><b>Interview</b></p> <p><b>Interview</b></p>
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## Milestones

You will move up your grade by annual progression increments, provided your performance meets the expectations set out in the milestones agreed and the following triggers have been met:

1. Professional Development Review is completed
2. Targets identified in your Annual Appraisals are met.
3. Attendance at required levels of training
4. No action has been taken under the Disciplinary or Capability procedures during the previous 12 months
5. Attendance has been satisfactory in the past 12 months

## QUALIFICATIONS AND EXPERIENCE

### Qualifications

	<p><b>Essential</b></p>	<p><b>Desirable</b></p>
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<p><b><u>Education &amp; Qualifications</u></b></p>	<p>Educated to GCSE level (or equivalent) in Maths and English.</p> <p>Training and Experience using IT packages including Word, Excel and Outlook</p> <p>To be able to write simple documents correctly and to carry out basic number work</p> <p>Willingness to actively participant in appropriate training opportunities.</p>	
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**Experience**

	<b>Essential</b>	<b>Desirable</b>
<p><b><u>Experience &amp; Abilities</u></b></p>	<p>Experience of a range of front of house duties in a busy, customer focussed environment such as meeting and greeting visitors, answering telephone calls and email enquiries and ensuring the reception and general building is kept clean and tidy.</p> <p>Experience of data entry and electronic record keeping systems to maintain accurate records.</p> <p>Experience of working in a customer care environment where confidentiality is respected and a non judgmental attitude is adopted.</p>	

	<p>Some experience of maintaining financial records such as processing invoices and updating budget spreadsheets.</p> <p>A reassuring and helpful attitude on the telephone</p> <p>Ability to prioritise responsibilities on a daily basis being flexible towards change in routine</p> <p>Ability to develop effective relationships with colleagues, professionals and members of the public</p> <p>Understand the importance of team and multi-agency working</p> <p>Ability to work independently within the job's responsibilities, completing tasks to daily deadlines</p>	
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This job profile is provided for guidance only. It will be reviewed, updated and amended in accordance with the changing needs of Achieving for Children and the specific requirements of the role.

Agreed on TBA