

Job Description and Person Specification

The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have.

Note for recruiting managers: If you are recruiting for an existing post, reuse the Job Description and Person Specification that already exists for the job.

Job details

Job title:	Receptionist/Administrative Assistant
Directorate:	Wentworth Nursery School and Children's Centre
Reporting to:	Children's Centre Manager
Grade:	Scale 4

Job description

Purpose of the post:	<ul style="list-style-type: none">• To provide an efficient, informed, supportive, and respectful welcome to all visitors.• To provide general clerical support at the children's centre.• To work as part of the Children's Centre team to ensure that the Children's Centre core purpose for Hackney families meets the needs of the community.
Main duties and responsibilities:	<ul style="list-style-type: none">• Undertake telephone and reception duties, to include greeting of visitors and relaying accurate messages to relevant staff members.• Ensure that visitors to the centre are welcomed in a polite, friendly and professional manner, and that all visitors sign in and out of the building.• To deal with general enquiries from parents and other visitors, providing information, and signpost to services and activities at Wentworth Children's Centre and other centres in the locality, referring to other members of staff when appropriate.• To deal with telephone enquiries, direct calls as appropriate and pass on relevant messages.• To effectively and accurately maintain the registration system (eStart) to ensure data is correctly inputted and contribute to reports as requested by the centre manager.• To create and accurately maintain class attendance registers.• To produce publicity material for upcoming activities and service updates, and ensure it is widely distributed to reach the centres target groups and families living in the locality.• Maintain noticeboards with relevant and up-to-date information for parents, carers and other visitors.• To meet with centre manager regarding the running of the building and reporting any maintenance issues to relevant parties.• To open and lock up (including activating and deactivating the intruder alarm) the centre when required.• To be responsible for signing-in lists and conduct head counts during fire drills and real emergencies, and conduct and report to centre manager.

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- To contribute to the evaluation of services, including carrying out regular evaluation interviews with clients and complete necessary paperwork related to those.
 - To order stationary, curriculum resources and other consumables as required, filing orders, delivery notes etc in a suitable manner.
 - To deal with any queries relating to ordering goods and services received.
 - To open and deal with mail in a suitable manner.
 - Assist with the organisation of trips, including booking coaches and venues, and recording of money.
 - To provide sessional staff with timesheets and ensure the centre manager/headteacher authorise these.
 - To efficiently and securely handle and record petty cash duties when manager is not onsite.
 - Organise and provide hospitality for meetings and visitors, as appropriate.
 - Undertake photocopying, filing and other general office duties.
 - To ensure that the confidentiality of service user records and other personal information comply with the requirements of the Data Protection Act.
 - To undertake additional, or other duties, as may be appropriate to achieve the objectives of the post and as directed and deemed appropriate by the line manager.

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time.

General
requirements:

- Adhere to Wentworth's and Hackney Learning Trust's guidelines, policies and procedures.
 - Contribute to the overall ethos/work/aims of the organisation.
 - To ensure that aims and objectives for the operation of the office are met to the required standard.
 - Participate in training, other learning activities and performance development as required.
 - Partake in Wentworth's performance management system.
 - Participate and contribute to team meetings.
 - Enhanced DBS Check.
 - Commitment to Equal Opportunities
 - Promote and safeguard the welfare of children, young and vulnerable people that you come into contact with.
 - Ability to work flexibly, including occasional weekend work.
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Job title: Receptionist/admin assistant

Person Specification

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	Essential	Desirable
Qualifications		
1. Intellectually robust with a good standard of education with at least 5 GCSE's or equivalent.	✓	
2. A level qualification or equivalent.		✓
3. IT qualifications commensurate to the post, e.g. CLAIT, ECDL.		✓
Experience		
4. Using IT systems and packages, in particular Microsoft Office.	✓	
5. Working as a part of a team and on own initiative.	✓	
6. Dealing with members of the public, face to face and by telephone.	✓	
7. Responding to queries and simple problem solving.	✓	
8. Calendar management, and appointment bookings using manual and computerised systems.	✓	
Knowledge		
9. Computer literate with a working knowledge of Microsoft Office package.	✓	
10. To have an understanding of and a commitment to Equal Opportunities issues within the workplace.	✓	
11. Information management systems and the associated legislation surrounding them (Data protection).		✓
Skills		
12. Ability to demonstrate a methodical, organised and flexible approach to work.	✓	
13. Effective listening, verbal and written communication skills.	✓	
14. Excellent interpersonal and customer service skills, with the ability to communicate effectively with a diverse range of people, establishing and maintaining effective professional relationships.	✓	
15. Ability to plan, organise and prioritise workload to meet deadlines.	✓	
16. Ability to maintain effective record keeping systems.	✓	

17. Ability to produce accurate and up-to-date records and reports as required.	✓	
18. Ability to design and process a wide range of documents in accordance with instruction and house style, paying attention to detail.	✓	
19. Respect for the autonomy and rights of service users.	✓	
20. Ability to work effectively as part of a team.	✓	
21. Ability to maintain a high level of confidentiality and discretion at all time.	✓	
22. Ability to show sensitivity and objectivity in dealing with confidential issues.	✓	
23. Ability to work effectively as a team player.		
24. Willingness to participate in development and training opportunities.	✓	