

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:	Administrative Assistant & Outreach Worker
Directorate:	Wentworth Nursery School and Children's Centre
Reporting to:	Children's Centre Manager
Grade:	Scale 4 (permanent, 23 hours per week), all year round

Job description

Purpose of the post:	<p>Admin/reception:</p> <ul style="list-style-type: none">To provide an efficient, informed, supportive, and respectful welcome to all visitors.To provide general administrative support at the children's centre. <p>Outreach:</p> <ul style="list-style-type: none">To actively identify and make contact with underrepresented and targeted children under five and their families in the children's centre reach area, in order for them to access local services and make progress in their learning.To ensure that parents/carers are actively engaged in all community services and work in partnership with the Children's Centre to enable their children to flourish in their learning. <p>Both:</p> <ul style="list-style-type: none">To work as part of the Wentworth team (children's centre and nursery school) to ensure that the Children's Centre core purpose for Hackney families meets the needs of the community.
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Main duties and responsibilities:	<p>Admin/reception:</p> <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 Hackney, referring to other members of staff when appropriate.To effectively and accurately maintain registration systems and to ensure all data is correctly inputted.To produce publicity material for upcoming activities and services, and ensure it is
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widely distributed to reach target groups and families living in the locality.

- Maintain noticeboards with relevant and up-to-date information for parents, carers and other visitors.
- To contribute to the evaluation of services.
- Assist with the organisation of outings and recording of money when needed.
- Organise and provide hospitality for meetings and visitors, as appropriate.
- Undertake other general office duties.

Outreach:

- To promote the services of the centre and school, liaising with other providers and organisations to undertake outreach activities. This will include working in the community and sharing information about the Children's Centre, for example visits to GP surgeries, local schools, and other ways which may be effective.
- To work towards increasing parent involvement and families accessing the Children's Centre and nursery school, and to reach families who are identified by the centre as the most in need.
- To signpost families onto local services, consult with families and gain information which will be used to assist planning.
- To undertake targeted work with specific under-represented groups identified in the Children's Centre area, for example those experiencing isolation.
- To signpost parents and their families to local employment and training providers in order to increase economic well-being and enterprising behaviour in the Children's Centre area.

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 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.
 - Participate in training, other learning activities and performance development as required.
 - Participate 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	Admin assistant/Outreach worker
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Person Specification

	Essential	Desirable
Qualifications		
1. A level qualification or equivalent.	✓	
2. IT qualifications commensurate to the post, e.g. CLAIT, ECDL.		✓
Experience		
3. Using IT systems and packages, in particular Microsoft Office.	✓	
4. Working as a part of a team and on own initiative.	✓	
5. Working with members of the public, face to face and by telephone.	✓	
6. Responding to queries and carry out simple problem solving.	✓	
7. Using manual and computerised systems.	✓	
8. Experience of working with people from a range of backgrounds in a multi-cultural community.	✓	
Knowledge		
9. Computer literate with a good 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).		✓
12. To have an understanding of child protection.	✓	
Skills		
13. Ability to demonstrate a methodical, organised and flexible approach to work.	✓	
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 solve problems, think creatively and work independently.	✓	
24. Ability to support families to overcome barriers to engagement with an awareness of the issues facing the families with children under 5 and the impact exclusion has on the growth and development of their children.	✓	