

JOB SPECIFICATION

Job Title: Administration Assistant (Reception)

Location: Family Centre Hub

Responsible to: Administrator

Key Purpose of Role:

- To deal with enquiries, booking of activities and rooms, casual admissions, process payments, and take advance bookings.
- Establish and maintain good relationships with the public and centre occupants.
- To process orders for all of the InspireAll Family Support and Early Start teams.
- To process orders for all of the InspireAll Starjumps Nurseries, and enquiries regarding Starjumps Nursery. (The BECC only)

Key Duties and Accountabilities:

1. Deal with enquiries, bookings both by telephone and face to face in a polite and pleasant manner ensuring customer requirements are confirmed.
2. Complete daily cash returns, bank transfer sheets or credit card documentation in accordance with the Financial Regulations of the organisation using the XN booking system.
3. Process all orders for the InspireAll Family Support and Early Start teams recording the information on their individual budget sheets.
4. Ensure that the reception is presentable at all times and that all leaflets are current and displayed appropriately. At the end of each day ensure that all windows and doors are closed and lights turned off.
5. Ensure that all enquiries are dealt with professionally and signposted where appropriate.
6. Provide a range of Administrative support to the Family Centres across all areas.
7. To liaise with the Caretaker to ensure all rooms are ready for hirers.
8. Understand Safeguarding and the need for visitors to sign in and out of the Family Centre. Also an awareness of people in the foyer, particularly inappropriate use of mobile phones, children climbing on chairs and escaping through the front door.
9. To adhere to InspireAll's positive attendance at work culture.
10. To observe InspireAll's Equal Opportunity policy in all aspects of employment and service provision and in dealings with staff and customers.
11. To undertake the Health & Safety arrangements for the Family Centre Hubs, including First Aid and Fire Equipment checks.
12. To have overall responsibility for putting all the District's accident forms onto STITCH.

13. To ensure that all data/ records shared are handled in an appropriate manner in line with GDPR guidance.
14. To have overall responsibility for undertaking the administrative role of the Home Safety Scheme.

The BECC Hub only

1. Manage the Starjumps Nursery show around appointments and provide starter packs.
2. Process all orders for the InspireAll's Family Centres, Nurseries and Pre-school recording the information on their individual budget sheets.
3. Ensure the Sensory Room is clean and the lights are turned off and the room locked between sessions.

Professional Development

1. To have a commitment to continued professional development and Life Long Learning through regular supervision and training.
2. To attend relevant meetings.
3. To positively embrace an ever evolving environment taking opportunities to contribute to future developments.

The duties and accountabilities detailed in this document describe the post as it is at present. The post holder is expected to accept any reasonable alterations to this job specification that may from time to time be necessary and as agreed with their line manager. This includes the natural development of the role and the post holder in the role.

Person Specification: Administrative Assistant

	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> Level 2 qualifications including a good Maths grade. 	<ul style="list-style-type: none"> Level 3 in Customer Services. Level 1 in Safeguarding Emergency First Aid.
Skills/ aptitudes	<ul style="list-style-type: none"> Previous experience of reception work. Logical and methodical approach to work with an eye for detail. Experience of cash handling and numeracy. Honest and trustworthy. Good communication skills both face to face and on the phone. Able to work without supervision in a busy and changing environment. Ability to work well under pressure while remaining calm. Understanding of customer needs and customer care principles. 	<ul style="list-style-type: none"> Good typing and keyboard skills.
Relevant Experience	<ul style="list-style-type: none"> Confident to use a range of databases. Good Excel skills. Previous experience of undertaking financial duties. 	<ul style="list-style-type: none"> Previously worked in a Children's Centre.
Knowledge	<ul style="list-style-type: none"> Understanding of the work of Family Centres. Understanding of the importance of safeguarding children. Awareness of the need to maintain confidentiality. 	

Special Features:

1. Flexibility in working arrangements to cover other sites.
2. Subject to enhanced DBS clearance.

Other factors affecting the post of Administrative Assistant

1.	Hours of Work:	39 hours per week												
2.	Grade:	3												
3.	Salary:	Circa £17,238												
4.	Notice Period:	As detailed in the Statement of Particulars												
5.	Holiday Entitlement:	<p>Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and includes the 8 bank holidays at present legislated for each calendar year.</p> <p>All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons.</p> <p>Annual leave entitlement at present is:</p> <table> <tr> <td>On commencement with HL</td> <td>29 days</td> </tr> <tr> <td>After 1 year continuous service with HL</td> <td>30 days</td> </tr> <tr> <td>After 2 years continuous service with HL</td> <td>31 days</td> </tr> <tr> <td>After 3 years continuous service with HL</td> <td>32 days</td> </tr> <tr> <td>After 4 years continuous service with HL</td> <td>33 days</td> </tr> <tr> <td>After 5 years continuous service with HL</td> <td>34 days</td> </tr> </table>	On commencement with HL	29 days	After 1 year continuous service with HL	30 days	After 2 years continuous service with HL	31 days	After 3 years continuous service with HL	32 days	After 4 years continuous service with HL	33 days	After 5 years continuous service with HL	34 days
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After 3 years continuous service with HL	32 days													
After 4 years continuous service with HL	33 days													
After 5 years continuous service with HL	34 days													
6.	Pensions choice:	Options are:												
		<p>(i) Workplace Pensions Reform requires Hertsmere Leisure to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. Hertsmere Leisure's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Aviva. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time.</p> <p>Employees are required to contribute 3% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 2% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded.</p> <p>Further information regarding the Hertsmere Leisure Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.</p>												
		(ii) The purchase of a personal pension.												
7.	Location:	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
8.	The Rehabilitation of Offenders Act 1974:	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
9.	Other Duties:	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification.												
10.	Leisure Benefits:	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												