



Receptionist/Administrator

Responsible to: Office & Operations Co-ordinator

Hours: 29 hours per week, Monday to Friday, working the following pattern:

Monday - 7.30am to 1.15pm

Tuesday - 7.30am to 1.15pm

Wednesday – 7.30am to 1.30pm

Thursday 7.30am to 1.15pm

Friday – 7.30am to 1.15pm

Grade: B

Purpose

To support the administration and the smooth running of the Early Years (EY) Department.

Main duties and responsibilities

The post-holder is required to be flexible and competent in applying their administrative expertise in this child friendly environment.

General

- Maintain the EY administrative systems (including, Family, Airtable etc.) ensuring records are accurately and promptly maintained.
- Be a keyholder with responsibility for opening each day
- Support the Office and Operations Co-ordinator with staffing needs, ensuring ratios are maintained and staff absences are covered
- Prepare mailings and other external communications to parents and other stakeholders.
- To be the first point of contact for parents and visitors to the nursery.
- Support parents and visitors with enquiries, registrations and bookings for EY's, whilst maintaining a high level of customer care.
- Answer the telephone promptly and direct enquiries as appropriate and where necessary take accurate messages and ensure that they are passed on to the appropriate staff.
- Support EY staff with administrative tasks e.g., producing documents, updating DBS records, training records, staff registers, recruitment and allocation of spaces for the Nursery.
- Ensure accurate data is input/communicated where necessary.
- Assist the C&FS Finance Administrator in their duties, taking payments, liaising with parents who fall behind in their fee payment (building relationships), dealing with queries with invoices and payments.
- Ensure that the office is always welcoming and kept in a safe, tidy and accessible state.
- Support the development and implementation of new administrative systems.
- Work as a member of the EY administrative team and attend meetings/training as appropriate.
- Maintain an understanding of the organisation's structure and ethos and contribute to its smooth running.
- To work within and promote the aims and objectives of the organisation and positively represent it to the public.

Job Description



- To be aware of and always comply with the organisation's policies, including, Safeguarding Children, Health & Safety, Equal Opportunities, Data Protection and Confidentiality.
- Carry out other duties commensurate with the responsibilities of the post.

Person Specification

Essential

- At least one years' experience in an administrative role.
- Experience of initiating, developing and maintaining both IT and paper-based administrative systems.
- Must be well-organised and able to work to tight deadlines under pressure.
- Experience of writing promotional material, reports and collating data, the ability to produce high quality documents at short notice.
- Ability to work flexibly, as part of a team and under own initiative.
- Confidence and resilience.
- Good time management and organisational skills, the ability to multitask competing priorities.
- Maintain strict confidentiality in performing duties.
- Excellent IT skills, including use of Microsoft Office, the internet and databases.
- Excellent interpersonal skills, the ability to communicate with a wide range of people with a confident and approachable manner.
- Must be legally entitled to work in the UK and will be required to undergo a DBS check.

Desirable

- A finance or administrative qualification.
- Experience in a childcare environment or in a sales or project management team.
- Experience using 'Family' database and software.
- Experience of supervising volunteers, students or staff.
- Experience/knowledge of Free Early Education Entitlement (FEEE).