**Red Kite Family Centre**

**Trustees (reg. Charity No. 1171250)**

**JOB DESCRIPTION**

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| **Job Title** | Family Centre Administrator |
| **Salary & hours of work** | 12 hours per week, 52 weeks a year (with holiday entitlement)  Tuesdays & Thursdays preferred but flexibility may be given.  9am – 3pm  £12/hr |
| **Location** | Red Kite Family Centre, Thame |
| **Responsible to** | Family Centre Manager |
| **Job Purpose** | **Overall**  On behalf of the Trustees and Centre Leader to ensure the efficient administration and day to running of all Centre Activities. Through your actions to support the overall aims of the Centre in keeping with the ‘Every Child Matters’ five key outcomes:   * + Enjoying and achieving   + Staying safe   + Economic well being   + Being healthy   + Making a positive contribution   The key tasks and elements of the role are given below. |
| **Key Tasks** | In collaboration with the Centre Leader:   1. To be responsible for ensuring the efficient day to day running of Family Centre activities in both Thame and Chinnor. This will involve:    1. Ensuring that the required rooms are available for the activities being run and meetings being held, and by helping with preparing these spaces when necessary.    2. Being the ‘public face’ of the Family Centre, welcoming parents and visitors and dealing with their queries/requirements and directing them to the appropriate staff member as required.    3. Ensuring that partner agencies such as health professionals are able to use the Centre at the times agreed.    4. Dealing with secretarial tasks such as record keeping, filing, photocopying, correspondence, data input and collation.    5. Responding to and making telephone calls/emails as required and communicating messages when required. 2. To work collaboratively as part of a team and to help manage the scheduling of Centre staff for the programme of activities that is organized. 3. To monitor the financial management of the Centre and keep records of petty cash transactions, bills and receipts and also the electronic accounting system (Xero) for the main budget. To report to the Centre Manager and Trustees treasurer on financial matters. 4. To help maintain the main elements of publicity for the Family Centre’s activities including the website and social media pages and printed publicity materials. 5. To promote the accommodation and facilities of the Centre to potential hirers, maintain booking procedures and ensure that spaces are prepared for bookings that have been made. To deal with billing and payments relating to this. 6. To help collect and collate data and feedback for grants, councils and organizational planning. 7. Keep local partners updated with Children’s Centre developments and other updates as appropriate and as directed by the Centre Manager. 8. To administer the various maintenance contracts and services provided by outside organisations, communicating with them when necessary regarding payments. 9. To contact contractors when premises repairs are needed or servicing is required and arrange for the satisfactory completion of work. 10. To be familiar with Safeguarding procedures, keeping the welfare and protection of the child as paramount and to bring to the attention of the appropriate body any matters of concern relating to families using the Centre. 11. Assist in the development and administration of meetings, Trustees and networks related to the Family Centre. 12. To understand and work to the Centre’s policies and procedures. 13. To participate in training and development activities and supporting volunteers/ students/those on work experience where appropriate. 14. To be involved in any general domestic duties as required and to assist in the safe storage of equipment, helping to maintain everyday play equipment in good, safe condition. To contribute to Health & Safety working practices in the workplace bringing to the attention of the trustees any unsafe or potentially hazardous situations, reporting any accidents or injuries. 15. To maintain a positive public image of the Centre, ensuring that complaints and issues are handled effectively and sensitively, following Family Centre procedures. |

**Selection Criteria –** **Family Centre Administrator**

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| **Specification** | **Essential** | **Desirable** |
| **Education & Training** | * English Language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability. * Evidence of commitment to ongoing professional development | * First Aid Training * ECDL or equivalent training in software packages |
| **Previous Experience** | * Previous administrative experience * Front line service (visitor/telephone) experience * Some experience of a workplace that includes children and parents. * Experience and regular use of Microsoft Office applications and the internet including Word, Outlook at least to an intermediate level. * Experience of handling data and statistics * Experience of inputting and retrieving data from ICT based record systems and social media * Proven ability to work effectively to deadlines * Information research and collation using the internet/web based systems | * Working with parents/ carers * Use of Microsoft Excel and Powerpoint * Experience of processing financial transactions |
| **Knowledge, skills and Aptitudes** | * Demonstrate good communication skills at different levels and in different situations by telephone, in writing, by email and in person. * Form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable goals to be achieved * Ability to work calmly under pressure prioritizing competing demands effectively * Child development knowledge * Ability to attend work regularly and on time | * Knowledge of Foundation Stage Curriculum * Group work Skills * Ability to produce accurate summaries of meetings, events and conversations |
| **Personal Qualities** | * Commitment to provide good customer service with a drive for continuous improvement * Ability to work alone, as well as working co-operatively as a team member * Able to deal with work of a confidential nature |  |
| **Other requirements** | * This post is subject to an enhanced criminal record disclosure check. This will be applied for through the relevant disclosure body. * Full UK Driving License with ability to travel * There will be a need to work flexible hours (occasional evenings and occasional weekends). |  |