

CAREER DESCRIPTION

Job holder:	
Job title:	Administration & Finance Assistant
Department:	Corporate Services
Responsible to:	Director of Corporate Services
Date appointed:	
Salary:	SJC Point 15 – 18 (£17,128 - £18,321)
Hours	25 hrs per week alternating between weekly shifts 8.00am – 1.00pm and 1.00pm – 6.00pm Monday – Friday. You will be expected to work full time hours (8.00am – 6.00pm) to cover your colleague's annual leave, training & sickness.

Key responsibilities of position:

To promote the Indigo brand, vision and values by delivering outstanding quality of financial and administrative service both internally and to our customers and stakeholders

The Administration & Finance Assistant is responsible for:

1. Administering the day-to-day financial procedures to manage payments and receipts.
2. Managing debt levels and administering debt recovery procedures to minimise impact on families and organisation.
3. Building solid relationships with stakeholders (internally & externally) in order to deliver outstanding customer service.
4. Providing relevant administrative support to Management and Leadership Teams as required.
5. Supporting Director of Corporate Services to provide helpful strategic financial information to non-financial managers and Directors.
6. To support Director of Corporate Services to prepare for success at annual financial audit.

Specific responsibilities of the position:

Administration

1. Front of house reception duties; answering the telephone, meeting & greeting families and visitors, being a welcoming first port of call for anyone contacting The Indigo Group.
2. Providing administrative support to Service Manager as required, including but not limited to photocopying, filing, processing letters, layout, marketing and other communications.
3. To support Service Manager with a range of HR administration, including but not limited to recruitment, induction, appointment letters, managing staff data, and administering training.
4. To set up and maintain all staff and children's files and data.
5. To continuously review and evaluate all administrative processes with a view to continual improvement, quality and efficiency.

Finance
1. To process payment of fees for individual services.
2. To manage, maintain and administer all service payments and receipts, both on Sage and in accordance with relevant paperwork procedures; e.g. posting customer payments, setting up customer invoices, updating and maintaining customer accounts, ensuring the accurate recording of all information.
3. To provide Director of Corporate Service with timeous updates and reports as required in order to ensure Monthly Management Accounts can be produced accurately and efficiently.
4. To manage and administer relevant grant income and expenditure for service and provide Service Manager or where relevant leadership team with required information to meet grant requirements.
5. To continuously review day-to-day procedures to maximise efficiency and ensure ongoing support and understanding of families.
6. To implement organisation's petty cash system to maximise security of cash, minimise risk of any losses, and ensure services are supported with petty cash as required.
7. With support and sign-off from Director of Corporate Services, to follow organisation's procedures for banking as required.
Parent and CYP Engagement
1. To provide a warm welcome to all children and families who contact the organisation, whether in person, in passing, by telephone, email or other, demonstrating our commitment to our caring and welcoming values.
2. To ensure we provide effective financial guidance and support to parents and families to help them pay their fees on time and avoid getting into debt, signposting them to or facilitating engagement with, other agencies that can provide relevant financial guidance and advice where required.
3. To deliver administration and finance elements of enrolment procedure as required by Service Managers to the highest standards, ensuring families understand the terms and conditions and procedures they follow in a warm, supportive and welcoming manner.
4. Whilst direct engagement with children and young people will mostly be limited to greetings in passing, it is the post holder's responsibility to always be warm, welcoming and happy in their engagement with children and young people and importantly to follow the organisation's practices for health and safety and/or child protection where you observe any concerns over the wellbeing of any child or young person.
Other responsibilities:
1. To collaborate with and support your team members and cover your colleagues as and when required.
2. You will lead on Health and Safety of the environment for employees and the public and as such you will be required to attend regular mandatory training.
3. To follow all Indigo Group systems and procedures, including those in Employee Handbook to ensure your own safety day to day and that of your colleagues, families and visitors.
4. Whilst you are not required to register with SSSC, you will be familiar and will comply where relevant with SSSC Codes of Practice.
5. You will attend regular team meetings include planning, development and review meetings.
Measurement and performance criteria:
1. Feedback from colleagues, families and visitors.
2. Debt levels.
3. Audit reports.
4. Timely nature and accuracy of daily weekly and monthly reporting.

5. Contribution to ongoing improvement of financial and administrative systems and practice.
6. Meeting Family Charter standards.
7. Effective preparation and implementation of tasks on weekly/monthly work plan.
8. Annual Review and Supervisions.
9. Input to the organisation's ongoing progress and development in alignment with the organisation's values.
Relationships:
Responsible for own performance.
Responsible to Director of Corporate Services.
Responsible for service delivery to Service Manager.
Levels of authority:
You will lead on the day-to-day implementation of financial and administrative requirements of the service, ensuring it meets levels of outstanding quality.
You will review and evaluate these practices on a regular basis, putting forward recommendations for improvement to the Director of Corporate Services for approval.

Acceptance of job description

By signing below, the job holder accepts the above detail and acknowledges receipt of a copy of the job description. The original will be held in the job holders personnel file.

Signed by manager: _____ Date: _____

Signed by job holder: _____ Date: _____