

## CAREER DESCRIPTION

<b>Job holder:</b>	
<b>Job title:</b>	Administration Assistant
<b>Department:</b>	Corporate Services - Early years Dunagoil Road
<b>Responsible to:</b>	Director of Corporate Services
<b>Date appointed:</b>	
<b>Salary:</b>	£18,321, increasing to £18,871 on 1 <sup>st</sup> April 20 (pro rata to 25 hours per week)
<b>Hours</b>	25 hrs per week –Alternating between working shifts patterns of 8.00am and 1.00pm (M-F) & 1.00pm to 6pm (MF)

### 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 Assistant is responsible for:

1. Provide relevant administrative support to Management and Leadership Teams as required.
2. Manage calls and maintain diary for our CEO and any other tasks as required.
3. Take cash payments from our families for childcare fees and snack and record in the appropriate receipt book, ensuring a receipt is given for all payments received
4. Build solid relationships with stakeholders (internally & externally) in order to deliver outstanding customer service
5. Make up finance and childrens files as required
6. Monitor and replenish stationery as required.
7. Ensure desk diary is kept up to date with any meetings/visitors to the service and all visitors to the service sign in.
8. Carry out any other administration tasks as required by the Service Manager and Senior Teams.
9. Be an effective team player, supporting your colleagues when needed.

### Specific responsibilities of the position:

#### *Administration*

1. Front of house reception duties; answering the telephone, meeting & greeting families & visitors, projecting a warm, calm and approachable demeanor at all times, being a welcoming first port of call for anyone contacting The Indigo Group.
2. Provide administrative support to Service Manager including but not limited to e.g. photocopying, filing, processing letters, layout, marketing and other communications.
3. To set up and maintain all staff and children's files and data
4. Take cash payments from our parents and record in the appropriate receipt book

5. Ensure any messages received are passed on to the relevant person in a timely manner

### **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 deliver administration procedures 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.
3. 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 colleagues as and when required.
2. To follow all Indigo Group systems and procedures, including those in the Employee Handbook to ensure your own safety day to day and that of your colleagues, families and visitors
3. Whilst you are not required to register with SSSC you will be familiar and will comply where relevant with SSSC Codes of Practice
4. You will attend regular team meetings including planning, development and review meetings.

### **Measurement and performance criteria:**

1. Feedback from colleagues, families & visitors
2. Contribution to ongoing improvement of administrative systems and practice
3. Meeting Family Charter standards.
4. Effective preparation and implementation of tasks on weekly/monthly work plan
5. Annual Review and Supervisions
6. Input to the organisation's ongoing progress and development in alignment with the organisations values.

### **Relationships:**

Responsible for own performance.

Responsible to Director of Corporate Services

Responsible for service delivery to Service Manager and Lead Child Development Officers

### **Levels of authority:**

You will lead on the day to day implementation of administrative requirements of the service with support, ensuring it meets levels of outstanding quality

You will review and evaluate these practices with support 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: \_\_\_\_\_