

Job Title	Administration Assistant
Locality	Grade 4

Purpose of Job:

To ensure the locality's data processes are effective, accurate and up-to-date, working to support the regular collection and analysis of relevant local statistics and service data and providing a 'front-of house' / reception function for a number of activities in the locality.

Key accountabilities

1	Responsible for ensuring service user data and attendance information is input onto relevant systems – for example Synergy, First Steps, Mosaic, CRM, etc., ensuring information is secure, of high quality and provides accurate reports on time.
2	Secure storage and transportation of service user data and documents between sites.
3	Take booking enquiries and manage a diary/calendar of activity within capacity limits
4	Significant contact with service users and colleagues / delivery partners, providing reception / front-of-house function for activities across the locality.
5	Welcoming partners and helping to create a collaborative environment of support from a multi-agency approach to meet needs.
6	Work alongside the Senior Leadership Team on relevant project groups as well as representing the locality with outside agencies and internal teams and colleagues as appropriate.
7	Responsible for carrying out health & safety checks/assessments as directed and ensure premises are fit for purpose for partners, parents and children.
8	Support all marketing, promotion and web site initiatives as directed, and ensure display materials are relevant, accessible and current

1. Key relationships

Reports to	Administration Manager
Direct reports	
Indirect reports	Admin volunteers, Work Experience
Key external stakeholders	LB Lambeth, LB Southwark, GSTT, local schools, delivery partners

Credentials/Capability

(Minimum qualification required/Knowledge/experience required beyond minimum qualification/Other key factors)

1	Good standard of education to GCSE (Grade C or above) including maths and English. Completion of a course in business administration or equivalent
2	Previous experience of working with databases and systems.
3	Strong computer task experience and knowledge of data entry.
4	Experience of working in a customer facing role
	Sound knowledge and understanding of: <ul style="list-style-type: none">• Word, Excel, databases, email and internet• Confidentiality, processing sensitive client information and storage of data• Health and Safety & safeguarding requirements and compliance

Illustrative challenges

(Concise examples of the type of problems that the role has to address on a recurring basis – i.e. a normal part of the job, not a one-off or exceptional situation)

1	Busy team and offices with extensive contact with practitioners, partners and families
2	Staff dealing with high level of case work and data of a complex, sensitive and protective nature
4	First port of call for families attending activities, dealing with parental concerns and complaints in a polite and responsive manner within policy guidelines
5	Supporting other team members and colleagues in running activities both within the hub and other locality sites.
6	Ability to plan work load to meet deadlines whilst remaining flexible to undertake urgent tasks as required.

Decisions made

(Concise examples of the type of decisions that the role has to make. Ensure that these are decisions that are made by this role without having to seek input/approval from management)

1	General liaison with practitioners, host managers and service users.
2	Responding to concerns, complaints or difficulties whilst on locality sites.

Dimensions

(Provide financial or operational metrics that explain the scope of the role's impact within the organisation. For example, budget managed, revenues of clients managed, value of projects worked on, number of different products handled, number of employees managed).

1	Day-to-day inputting of data for a busy service.
2	Providing reception / desk cover whilst working remotely.

2	Services covering a large LA locality catchment & variety of projects/activities with corresponding differences in systems and reportage requirements
4	High level of accurate data requirements to ensure compliance for funding bodies, OFSTED, etc.

Approvals

Job holder		Date	
Manager		Date	

General

- To comply with Southwark's Equal Opportunities policies at all times.
- To comply with Southwark's Health & Safety policies at all times
- To comply with Southwark's Safeguarding policies at all times
- To comply with the Southwark's policies and procedures at all times