**Receptionist/Administrator**

**Responsible to**: Office & Operations Co-ordinator

**Hours**: 30 hours per week: 7.15am to 1.15pm, Monday to Friday

**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, Famly, 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.
* 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 ‘Famly’ database and software.
* Experience of supervising volunteers, students or staff.
* Experience/knowledge of Free Early Education Entitlement (FEEE).