



## Job Description & Person Specification

<b>Job Title</b>	Floating Receptionist & Administrator
<b>Department</b>	Family Support Service
<b>Location</b>	South & West / East & North
<b>Reporting to</b>	Locality Manager
<b>Responsibility for</b>	N/A
<b>Contract type</b>	Permanent
<b>Grade</b>	G3
<b>Vetting</b>	Enhanced DBS with Adult and Child Workforces and Child Barred List
<b>Travel</b>	East & North / South & West

### Main purpose of role

As a Floating Receptionist & Administrator you will undertake front-of-house responsibilities, ensuring a first class, warm and welcoming, professional service at all times, whilst maintaining discretion and confidentiality towards all visitors. You will provide a wide range of additional administrative support as required including data entry and record keeping, the composing of letters, incoming and outgoing post, diary management, raising and processing purchase orders . You will work towards and achieve the agreed internal and external Key Performance Indicators and performance objectives and ensure a high level of service is provided at all times

## Role specific responsibilities

### Key Duties

- Undertake front-of-house responsibilities, ensuring a first class, warm and welcoming, professional service at all times, whilst maintaining discretion and confidentiality towards all visitors.
- Provide administrative support as required including data entry and record keeping, the composing of letters, incoming and outgoing post, diary management, raising and processing purchase orders.
- Provide a high calibre front-of-house service to all callers and visitors to the Family Centre, ensuring the provision of information and support whilst respecting confidentiality
- Use the Local Authorities database for data entry.
- Provide support to the wider family centre Hub and Locality team and organise events as required.
- Provide appropriate information to families and other visitors, signposting them to the most appropriate services or ensuring that their enquiry is dealt with internally as swiftly as possible, by contacting the most appropriate team member.
- Develop an understanding of the service's full offer, to ensure families can be signposted and supported where appropriate.
- Attend meetings and take minutes as delegated.
- Remain up to date with developments in the field of Family Centres and be willing to undertake any learning and development required by the role.
- Work towards and achieve the agreed internal and external Key Performance Indicators and performance objectives and ensure a high level of service is provided at all times
- Put equality, diversity, inclusion and belonging at the heart of all your interactions with fellow colleagues, service users and other stakeholders.

Your contributions will play a valuable part in ensuring the smooth and professional delivery of our services, and in addition to the key duties above, you will cover work within the following areas:

### Administration and operations

- a) Provide administrative support needed for the Family Centre, including data entry and record keeping, the composing of letters and emails, promotional leaflets, newsletters, deal with the incoming and outgoing post, diary management, incoming phone calls and emails and room booking enquiries and confirmations.
- b) Provide a high calibre front-of-house service to all callers to the Family Centre, ensuring the provision of information and support whilst respecting confidentiality.
- c) Use the specialist children & families' database for data entry.
- d) Oversee Centre bookings and usage monitoring.
- e) Provide support to local partners as directed by your management team.
- f) Keep local partners updated with Centre developments and other updates as appropriate and as directed by your management team.
- g) Support your management team and organise events as required
- h) Provide appropriate information to users of the service, signposting them to the most appropriate services or referring them to your management team, or most appropriate team member.
- i) Develop an understanding of Centre and Service developments to inform parents where appropriate.

- k) Keep up to date with developments in the field of Family Centres and be willing to undertake any learning and development required by the role.

#### Financial and other Resources

- a) Ensure that local information points and displays in the Family Centres are regularly updated as necessary, ordering stocks of publications when necessary.
- b) Producing and distributing advertising and marketing materials
- c) Order stationery and other supplies for the Family Centre with approval from your management team.

#### Working relationships

The Family Centre is committed to openness and equality and considers it the responsibility of employees to ensure every individual we come into contact with is treated with dignity and respect. In particular, there is a key responsibility within this post to ensure that support is available and responsive to the needs of vulnerable children and parents, including parents of children with additional needs, and to those who find it more difficult to access services.

- a) Assist in the development, setting up and administration of all meetings and networks related to the Family Centre.
- b) Liaise with other Family Centre staff and professionals ensuring effective working relationships are maintained.

#### Health & Safety and Safeguarding:

- a) Be aware of and comply with policies and procedures relating to Safeguarding; Health and Safety; Confidentiality and Data Protection and report all concerns to the appropriate person.
- b) The role will involve working with very young children in a variety of settings may require clearing up blood and other bodily fluids.

### **General responsibilities**

- Participate in meetings and team development activities as appropriate – may be required to travel to attend meetings or to oversee reception duties or sessions.
- Provide other general administration support within the Centre as required
- Achieving performance objectives set by line managers
- Maintain strict confidentiality at all times
- Follow processes and policies confidently, ensuring confidentiality is maintained of personal information of any members or users of the facility at all times
- Ensure YMCA policies and procedures are adhered to at all times
- The responsibilities contained within this job description are indicative, but not exhaustive. As the role develops, the requirements of the post may change. Therefore, the post is subject to review in discussion with the post holder.
- The post holder may be required to undertake other duties from time to time as YMCA may reasonably require which are commensurate with the grade of the post
- The job requires working flexible hours in accordance with the needs of the service, which will include some early mornings, evenings and weekends. Rotas will be set by the line manager, in line with the needs of the service users. You will also be required to provide

remote assistance by telephone up to 6pm, for families who might need assistance after centre closing hours, and this will be arranged via an on-call rota system.

## Job Family

Professional Support & Practitioners

## Person Specification

### **Key Skills and Attributes**

- Good communication skills: verbal and written and good telephone manner.
- Strong organisational skills
- Ability to work with all service users and visitors, ensuring they receive an excellent service
- Non-judgemental and understanding of the diverse needs of babies and families
- Ability to manage difficult or sensitive conversations effectively
- Ability to look for ways to improve contribution and use initiative
- Strong IT skills including MS Office, Outlook (including scheduling) and experience of other systems
- Experience of integrated and multi-agency working
- Keeping up to date with new information and processes

### **Knowledge and Experience**

- Good understanding of the principles of customer centred service provision and experience of working in a customer focused environment
- Good working knowledge, experience and understanding of Microsoft Office, in particular Word, Excel and Outlook; including data systems such as EHM/Liquid Logic

Good standard of numeracy in order to process data accurately

### **Qualifications or training required (or appropriate demonstrable experience)**

- Level 2 qualification in a relevant field (Customer Service, or Administration) (Desirable)
- You will need a valid UK driving licence and access to a car during working hours, and willingness to travel on a regular basis. You must have insurance that allows you to drive for business purposes.

One YMCA's Competency Framework (available separately) sets out the behaviours required from all employees at every grade, and is a companion to all job descriptions. Please read this Framework in conjunction with this Person Specification.