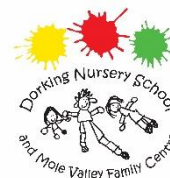


# Role Profile



## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>5BF</b>	<b>Role Title</b>	<b>Family Centre Administrator</b>
<b>Grade</b>	S5	<b>Reports to (role title)</b>	<b>Family Centre Manager / Leadership team of Dorking Nursery School</b>
<b>JE Band</b>	161-191	<b>School</b>	<b>Based at Goodwyns Road site of Mole Valley Family Centre led by Dorking Nursery School</b>
		<b>Date Role Profile was created</b>	<b>May-19</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To undertake and be responsible for a range of administration duties to support the smooth running of the Family Centre.</p> <p>Key roles include:-</p> <p>Front of house –present a positive, professional and efficient welcome to all visitors, proactive and initiative taking</p> <p>Office management - data entry, front of house, petty cash, diary management, coordinate all room bookings and lettings, both on and offsite, signposting, publicity (including displays, advertising, marketing materials and website)</p> <p>Working with professionals – establish positive relationships with partner agencies, gaining an understanding of their work to ensure families are supported</p> <p>Site - health and safety maintenance and reporting, liaising with contractors, stock ordering and maintenance, off site risk assessments, visiting potential sites</p> <p>General – be a key part of the Family Centre team supporting delivery across Mole Valley professionals at all levels</p> <p>Team support – liaise with the Manager and Bursar on all aspects related to HR administration for volunteers and creche staff including induction.</p> <p>Create and design service user feedback opportunities in partnership with the Manager, collecting, collating and presenting findings</p>
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<b>Work Context</b>	<p>Dorking Nursery School is the only outstanding rated maintained nursery school in Surrey with National Support School and National Leader of Education status. The ethos is that staff are highly skilled, hard working, committed and have a passion to see disadvantaged families succeed. Those working for Dorking Nursery School will be expected to have drive and be willing to be flexible in their approach to families and other team members.</p> <p>Dorking Nursery School leads the Mole Valley Family Centre, one of 21 new centres created as part of the Surrey Family Resilience offer. The Nursery School and Family Centre will work cohesively focusing on the needs of the entire family. The role is based at the Goodwyn's Road site, however, encompasses working in a variety of ways with families across the whole of Mole Valley.</p> <p>This role will require excellent knowledge of the Mole Valley area and an understanding of the context/setting they are working in.</p>
<b>Line management responsibility</b> if applicable	Not applicable
<b>Budget responsibility</b> if applicable	Not applicable
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Ensure information and records are processed and stored to agreed procedures.</li> <li>• Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports.</li> <li>• Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity.</li> <li>• Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Follow established ordering procedures to ensure adequate resources are available to meet work requirements.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Familiar with one or more of the specific processes used in business, communication, financial or HR administration.</li> <li>• Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures.</li> <li>• Competent in a range of IT tools.</li> <li>• Ability to work with others to achieve objectives and provide excellent customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with staff and customers.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities.</li> <li>• Experience of working in a busy office environment.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Car driver with use of car and current driving licence.</p> <p>Have excellent administration and organisation skills to keep accurate records in adherence to relevant policies</p> <p>Maintain office processes to a high standard.</p> <p>Take part in regular team meetings and minute meetings accurately.</p> <p>Willingness to seek advice, be proactive and take initiative.</p> <p>Keen to develop and attend CPD relevant to the post.</p> <p>This post is subject to satisfactory DBS clearance and pre-employment checks.</p>

<b>Role Summary</b>	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>
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Dorking Nursery School and Mole Valley Family Centre is committed to safeguarding and promoting the welfare of children, young people, families and carers and expects all staff and volunteers to share this commitment. Appointment to this post will be subject to an enhanced background checks by the Disclosure and Baring Service and satisfactory references

National Support School  
designated by  
  
National College for  
Teaching & Leadership



