

Job Description **Children and Young People Administrator – Family Centres**

Reporting to	Family Centre Manager
Service Area	CYP – Family and Youth Work
Location	Reigate and Banstead Family Centre
Hours of work	Red Oak Family Centre - Monday 9:30-14:30, Wednesday 9:30-14:30, Thursday 9:30-14:30 Epsom Downs Family Centre, Tuesday 9:30-14:30 Friday 9:30-14:30
Holidays	4 weeks per year
Probation Period	
Contract Type	Permanent
Grade and Salary	To be confirmed

About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

Job Purpose

The post holder will be required to perform general administrative duties including using Early Help Management system for group work recording. They must be confident and familiar with a range of IT packages including Microsoft 365 and Excel. They will also have some reception cover responsibilities at the Mole Valley Family Centres

Key Responsibilities

Centre responsibilities

- Support the Family Centre Manager in ensuring the Family Centre is operational and ready for group work programmes.
- Help staff the reception area at the Family Centres to the highest professional standards including administering day-to-day general aspects of the Centre
- Provide a friendly welcome to the YMCA East Surrey members and non-members that reflects positively the YMCA's ethos of concern and welcome for all
- Help ensure that the Family Centres reception area operates, at all times, to the highest possible professional standard
- Providing emerging needs referrals to groups from professionals and self-referrals
- Act as a point of contact for the team, dealing with queries, assessing the nature of telephone calls, referring them to the appropriate person and receiving visitors.
- Responsible for general administrative support to the Centre.
- Fire Marshall duties to ensure the safety of the building users.
- Maintain the building key and FOB log.
- Building related tasks, including raising maintenance requests on Pyramid or through Surrey CC Helpdesk.

Community work

- Keep informed about appropriate services within the centre and reach area and ensure that all information, leaflets and displays are kept up to date.

- b) Liaising with professionals and partners including social workers to ensure that families are continued to be safeguarded.
- c) Build relationships with other agencies including Health, Social Care, and other Family Centres.

Record Keeping and information providing

- a) Provide admin support for YMCA Family Centres including reporting maintenance issues, booking meetings, uploading data onto various Surrey County Council platforms – EHM, Wisdom and Tableau.
- b) To support with the management of centre inbox's ensuring take appropriate actions with these
- c) Handling significant sensitive information (SCARF and NHS safeguarding reports) in a timely manner to ensure that families are safeguarded.
- d) Uploading sensitive documents in accordance with EHM database guidelines.
- e) Completing reporting to Surrey County Council on a weekly and quarterly basis to ensure that families can receive targeted support
- f) Manage emerging needs group bookings and course bookings
- g) Support the Family Support team in collecting users feedback and evaluations about sessions and services and collating information, putting together questionnaires on 365 forms, sending to families to complete and collating responses.

Meetings

- a) Arrange and coordinate a range of meetings on behalf of the service.
- b) Circulating meeting agendas, taking and writing up meeting minutes for Family Centre team meetings.

Financial support

- a) Support manager and YMCAES with finance tasks including ordering equipment and resources, payment request forms and donations and pre-paid card top ups. Provide administration support to the Family Support and Centre team and for other YMCA activities as required by the Family Support Manager.
- b) Take any group work programme payments for CYP Services and work alongside CYP colleagues and the Finance team to manage this process.

Wider Role

- a) Work within the health and safety guidelines as set out in the staff handbook, and the policies and procedures of YMCA East Surrey
- b) Assist in the promotion of Children and Young People activities
- c) Undertake any other duties and responsibilities reasonably requested by Family Centre Manager and Senior CYP staff

General

- a) Represent YMCA with professionalism and compassion, maintaining a positive and inclusive public image at all times
- b) Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role
- c) Take responsibility for your own health and safety and that of others, reporting any risk promptly
- d) Work within YMCAES policies and adhere to the terms outlined within them

Key Working Relationships

- a. Work as part of the Family Centre Team supporting others within the team
- b. Colleagues in CYP – working collaboratively including sharing resources and supporting work with Children, Young People and their families
- c. Colleagues in other departments to ensure that supporting with joint working and meeting needs of a variety of stake holders.
- d. Service users across CYP – gathering feedback and supporting to be involved in improvement of services.
- e. Work with key external stakeholders including Surrey CC.

Scope of the Role and Limits of Authority [decision making level, responsibility for resources and any requirement to ensure compliance – if there is no scope then remove it]

Specialist Resources:

- Knowledge of best practice of working with families

Information and Communication Resources

- Knowledge and ability to use Surrey's EHM system
- Internal Family Databases
- Support ensuring that all information that is available publicly on Family Centres is kept upto date

Material Assets

- Ensuring Family Centre building are appropriate for use

- To be able to be responsible for YMCA building including unlocking, locking up and alarming the building

Delegated Responsibilities and Authority Limits:

- Make key decisions around family case work as stated above

Legal Regulatory and compliance responsibility

- Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies as required.
- Ensure compliance with UK GDPR and organisational data protection policies at all times.
- Ensure compliance of Surrey Family Centre requirements

Person Specification

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • 5 GCSE's or equivalents including English and Maths at grade c or equivalent • Vocational training qualifications in secretarial work, business or IT at level 3 or above 	<ul style="list-style-type: none"> • Paediatric First Aid qualification • A Levels or further education qualifications
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of administrative work in a childcare/school/youth work setting • Experience of setting up administrative systems including online booking systems • Experience using Microsoft Office 365, Excel and other software packages. Also designing spreadsheets and access databases to collect and store information • Experience of customer focused service and care • Experience of working independently to a high standard, sometimes under pressure • Experience in dealing professionally with the public, customer care and/or other receptionist roles 	<ul style="list-style-type: none"> • Experience of using IT software to manage lists and send out html electronic mail out • Marketing experience including professional use of social media to promote services • Experience of administrative financial duties
Key Skills and Abilities	<ul style="list-style-type: none"> • Good IT literacy and ability to use IT software systems • A strong command of Microsoft Office including Word, Excel, and PowerPoint and online systems. • Good working knowledge of data protection and information security • Ability to work collaboratively with colleagues to effect positive change, encourage innovation, creativity and continuous improvement • Good spoken and written communication skills with a level of attention to detail • Able to build good professional relationships at all levels of the organisation. • Demonstrate a level of professional credibility, integrity and emotional resilience • Good organisational skills with the ability to keep things simple 	

	<ul style="list-style-type: none"> • Good prioritisation and time management skills • Good communications skills both verbal and written at all levels and with all abilities • Safeguarding knowledge and experience. 	
Personal Attributes	<ul style="list-style-type: none"> • Commitment to the values, aims and mission of YMCA East Surrey • Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders 	
Other	<ul style="list-style-type: none"> • Subject to a satisfactory Enhanced with Children's barred list DBS disclosure 	

Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in this job description

Name:

Date:

Signed: