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| **Post:** Administrator/receptionist  **Department:** Department of Education and Social Services, West Hill School  **Responsible to:** Centre Manager | **Hours:** 25 (all year round)  Monday – Friday 9.00am – 3.00pm  **Post No:**  **Grade:** Scale 4 (points 7-10)  **Location:** Enhanced Children’s Centre |

**PERSON SPECIFICATION**

**Qualifications**

1. The minimum qualification is an NVQ level 3 in Business Administration or equivalent qualification or experience in relevant discipline.

**Experience and knowledge**

1. Experience of general administrative and financial work relevant to the role.
2. Experience of the development, management and operation of manual and computerised records and information systems.
3. Knowledge, understanding and experience of the implementation of the principles of customer care.
4. Knowledge and understanding of the Data Protection (1998) and Freedom of Information Act (2000) and the need for confidentiality in relation to children’s centres.

**Skills and abilities**

1. Excellent numeracy, literacy and ICT skills including the ability to use Outlook, Word, Excel, PowerPoint and other specialist equipment/resources to a good standard.
2. Excellent communication skills and an ability to relate well to others, both children and adults and liaise with those in the immediate staff team and other relevant organisations.
3. Ability to work using own initiative and identify and make changes to improve the effectiveness of administration/reception services.
4. Ability to identify own training and development needs and cooperate with means to address these, actively seek learning opportunities.
5. Ability to work constructively as part of a team, understanding Children’s Centre roles and responsibilities and your own position within these.
6. Ability to demonstrate excellent organisational skills when managing a variety of tasks and priorities.

**Equal Opportunities**

1. Understanding of the multi-racial community in Wandsworth and the implications for service delivery.
2. Ability to demonstrate an understanding of the council’s equal opportunities policy in respect of service delivery and an awareness of the needs of differing cultural groups and minority groups particularly in relation to disability.

**Safeguarding**

1. Knowledge of relevant polices and codes of practice and awareness of relevant legislation with regards to the safeguarding of children.