



EARLY YEARS ALLIANCE
50 FEATHERSTONE STREET LONDON EC1Y 8RT

Registered as an Educational Charity

JOB DESCRIPTION

JOB TITLE: SENIOR BUSINESS ADMINISTRATOR
BASED: PARK TOWN FAMILY HUB
DEPARTMENT: BUSINESS DEVELOPMENT
RESPONSIBLE TO: FLYING START IMPLEMENTATION MANAGER
RESPONSIBLE FOR: TEAM OF 4 ADMINISTRATORS

JOB PURPOSE: To manage the Park Town Family Hub and other delivery sites ensuring they are safe, accessible and welcoming sites for babies, children and families and for staff and partner agencies. To manage and oversee building maintenance, health and safety and reception and administration services for the Flying Start Family Hub sites. To manage and lead a team of Administrators working across several sites, including the business support for the Flying Start programme.

SAFEGUARDING REQUIREMENT:

The Early Years Alliance is committed to safeguard and promote the welfare of children and young people. It is a requirement of all staff that they share this commitment and follow the prescribed policy and procedures to continuously promote a culture of safeguarding across the whole organisation.

MAIN DUTIES:

1. Overseeing and managing the day-to-day operations of the Family Hub Park Town site and other delivery sites, ensuring they meet all health and safety requirements, including provision of First Aiders and Fire Marshalls. Ensuring all risk assessments are kept up to date and regularly reviewed.
2. Liaising with the Local Authority repairs and maintenance service as needed to ensure site repairs and site improvements are carried out in a timely and effective manner. Be a key holder for the Park Town Family Hub opening and closing the venue.
3. Act as the lead for marketing and communication to ensure that activities across the sites are well promoted and advertised to families in a timely manner across a range of media, and that the sites have up to date information displays and appropriate signage.
4. Leading on and overseeing an effective booking and registration system for online courses, workshops, meetings, desk booking.

5. Support the Admin Team to ensure that data collection both online and across delivery sites is accurate and up to date.
6. Work with other Seniors and Managers to ensure that online processes are flexible and adaptive to changing circumstances and the evolving service delivery.
7. Managing and leading a team of Administrators, including deploying allocated personnel and resources effectively, carrying out inductions, regular supervisions, SMART target setting and performance monitoring with staff.
8. Provide leadership for staff colleagues in collating data and recording their work with children and families appropriately on the Inform data system.
9. Provide high quality minutes and action logs for the Flying Start Partnership Board and other ad hoc meetings and distribute both pre and post papers timely.
10. Lead on the planning and delivery of the annual family event - Picnic in the Park.
11. Oversee office processes and IT, including mobile phones, laptops and tablets and SumUp consoles used onsite and offsite by Flying Start staff. Ensure all problems and faults are reported and dealt with quickly, liaising with the national IT department, Finance Officer, the LA and various suppliers as required.
12. Attending team meetings and other meetings as directed, and contributing to the charity's strategic and operational plan, local targets and the requirements of the relevant contracts.
13. Maintain the financial records for fees, donations and petty cash, and ensuring that an effective stock control system is in place so that all delivery sites are well resourced, and orders are placed within the agreed budget envelope.
14. Lead on the procurement and invoicing system for the programme, including banking as appropriate and co-ordination of the Healthy Start processes including stock orders, reconciliation and banking payments.

EQUALITIES:

The post-holder must be aware of and respect difference and ensure that children have equality of access to opportunities to learn and develop. They must have an understanding of and commitment to equality of opportunity and anti-racism issues.

POLICIES AND PROCEDURES:

The post-holder must be aware of and comply with all the charity's policies and procedures including those relating to: bribery and corruption, child protection, confidentiality, data protection, health & safety, security and signing agreement and contracts and financial and follow correct reporting procedures.

This job description is not an exhaustive list of duties, and you will also be required to carry out any other duties which may reasonably be required of you in accordance with the needs of the Early Years Alliance. You are also required to be flexible and adaptable with respect to your role.

PERSON SPECIFICATION:

Essential Criteria

1. Proven experience of working in a fast-paced office in a customer facing environment.
2. Proven experience of premises support for Health and Safety.
3. Proven experience of leading and managing a staff team to deliver excellent customer service and team support.
4. Evidence of effective management of staff, setting targets, conducting supervisions and managing performance.
5. Demonstrate experience of leading a project or areas of work with success and attention to detail.
6. Proven effective IT skill in using programmes such as Publisher, Word, Excel and databases; and the ability to use the internet and social media with confidence.
7. Possess effective interpersonal, written and verbal communication skills, with a good standard of literacy and numeracy and the ability to write reports to a high standard.
8. Demonstrate experience of working in a child or family-centred service, an understanding of issues that can affect vulnerable families in a deprived urban environment, and ability to support staff in interacting in a sensitive and empathetic way with vulnerable families using children's centre services.
9. Demonstrate good safeguarding knowledge and experience.
10. Possess an ability to be highly organised, and able to work independently on own initiative to a high standard, prioritising tasks in order to meet deadlines and targets effectively.
11. Demonstrate previous experience in procurement, managing invoices, petty cash and income from services.
12. Able to demonstrate an understanding of the application of the Alliance's Core Management Competencies.
13. Understanding of, and commitment to, inclusion, diversity and equality.

Core management competencies - Please refer to Appendix 1 for details of the core management competencies that managers are expected to work to.

- Leadership
- Managing people
- Managing teams
- Communication
- Customer awareness
- Problem solving
- Planning and resource management
- Taking care of yourself



Desirable Criteria:

1. Knowledge of Luton, including local demographics.
2. Clean driving licence and use of a car.

TERMS & CONDITIONS:

Grade: 4A
Hours: 35 per week
Salary: £32,407 per annum
Annual Leave: 25 days plus Bank Holidays

This post is exempt from the Rehabilitation of Offenders Act (1974) and does not require a Disclosure and Barring Service check. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them. The level of this check is enhanced.

Pension: The table below shows what the base contributions are. You can also choose to give more than the minimum amount should you wish.

Date effective	Employer minimum contribution	Employee minimum contribution	Total minimum contribution
6 April 2019 onwards	3%	5%	8%

JOB DESCRIPTION SIGN OFF

Date issued by Manager:

Name:

Signature:

I confirm that I have received a copy of this job description and have had any questions about it answered.

Name of post holder:

Signature:

Date:

Core Management Competencies

Leadership

- Has a good understanding of the charity's vision and strategy and inputs effectively into the operational plan for their team/department/DSP/Business Development.
- Thinks strategically and clearly relates goals and actions to the strategic aims of the charity.
- Communicates the need for quality and continuous improvement and influences good practice through own example.
- Inspires people to deliver results, high standards and sets clear objectives for self and the team, taking appropriate and timely action to ensure targets are achieved.
- Creates and supports a culture of creativity, sustainability, innovation and critical thinking throughout all activities and employees within areas of responsibility.
- Manages change effectively and clearly communicates the need for it to the team, providing them with support to effect it.
- Understands the need to safeguard all children in the context of their role and ensures the team understands safeguarding responsibilities relevant to their roles.
- Understands the importance of sustainability, recognising the need to uphold sustainability principles within their role and ensures the team understands their sustainability responsibilities aligned with their respective functions.
- Demonstrates courage by doing what is right at all times.

Managing people

- Is effective at recruiting, developing and motivating a diverse range of people.
- Clearly informs employees of their tasks and responsibilities, ensuring employees understand and work in line with the charity's policies and procedures.
- Holds regular one-to-one meetings, sets and monitors S.M.A.R.T objectives and gives constructive feedback designed to improve future performance.
- Delegates effectively and adopts a management style which encourages trust, collaboration, commitment and enthusiasm in order to gain high levels of performance from all employees.
- Encourages and stimulates others to make the best use of their talents to develop further using coaching techniques.
- Acknowledges and records achievements; gives praise where appropriate.
- Adapts their management style as the situation necessitates.
- Supports staff to achieve a good work/life balance which includes regular breaks, the opportunity to disconnect and to participate in enjoyable activities.
- Offers support to enable staff to take care of themselves, both physically and mentally.
- Enable their staff to speak up freely and share concerns without fear of repercussions.

Managing teams

- Knows the team's strengths and abilities and makes best use of the talents of employees.
- Supports the development of their team through regular discussion and team meetings which encourage two-way communication and sharing of ideas and expectations.

- Deals effectively and openly with negative issues and conflict and builds a team which has respect and consideration for each other's role.
- Coaches and motivates the team to strive towards contributing to the achievement of the strategic plan.
- Fully involves team in forthcoming issues so that individuals and team goals can be anticipated and planned together.
- Ensures that their team works in collaboration with other teams across the charity.
- Creates a learning and supportive environment.

Communication

- Communicates in a variety of ways with people at all levels and adopts a communication method appropriate for the listener or audience.
- Actively listens, asks questions, clarifies points and establishes a mutual understanding.
- Presents information clearly, concisely and confidently to individuals and groups.
- Communicates complex ideas, problems and difficult messages in ways that promote understanding.
- Uses excellent communication skills to negotiate, influence and persuade others.
- Is aware of non-verbal communication in self and others.
- Makes full use of IT to communicate effectively and uses social media responsibly, in line with the charity's policies and procedures.

Customer awareness (internal and external service users)

- Understands the environment in which the charity operates and the impact on its customers.
- Understands the diverse needs of customers that use our services and proactively strives to provide a service that is flexible and responsive to their changing needs.
- Uses feedback mechanisms to evaluate and review services to consistently deliver a high-quality service.
- Strives to produce real improvements in the way services are delivered to customers.
- Creates and maintains meaningful relationships and understands collaborative and partnership working.
- Deals with the concerns of customers in an appropriate manner, in line with Charity's policies and procedures.
- Is mindful of professional boundaries when interacting with customers.

Problem solving

- Identifies and acknowledges problems and critical issues in a timely manner.
- Analyses relevant data and information and tests assumptions in order to deliver the best solutions whilst keeping a clear focus on key issues and goals.
- Anticipates and reviews problems in order to ensure contingency plans are in place.
- Collaborates with others in order to draw on their expertise to achieve best possible outcomes.
- Makes decisions that minimise organisational financial loss, loss of reputation or legal challenges.

Planning and resource management

- Effectively manages self.
- Being proactive in seeking out new initiatives which deliver desired outcomes.
- Demonstrates sound knowledge of financial management and business planning.
- Obtains and allocates resources sufficient to meet objectives and manages resources and skills well.
- Produces effective plans that have clear priorities, realistic milestones, sound review mechanisms and takes into account all available information.

Taking Care of Yourself

- Manages work/life balance and can disconnect outside of work time.
- Builds in physical activity, and fresh air where possible, into daily routine.
- Recognises that it is important to take regular breaks to maintain mental wellbeing.
- Acknowledges, and is open and honest around needs for workplace support and flexibility; considers the needs of others.
- Demonstrates resilience when managing personal challenges and seeks help when necessary.
- Takes time to do something enjoyable every week.