



EARLY YEARS ALLIANCE
50 FEATHERSTONE STREET LONDON EC1Y 8RT

Registered as an Educational Charity

JOB DESCRIPTION

JOB TITLE: ADMINISTRATOR
BASED: FAMILY HUB/FLYING START SITE
DEPARTMENT: BUSINESS DEVELOPMENT
RESPONSIBLE TO: SENIOR BUSINESS ADMINISTRATOR

JOB PURPOSE: To provide administrative functions to support the Flying Start/Family Hub offices and services. The role will provide the first contact for Flying Start/Family Hubs for reception, answering the telephone, booking families into services on a database system, dealing with queries, signing families into sessions and selling of Healthy Start vitamins and drops. The post will also provide administrative support to the Flying Start Learning and Development function and wider project support.

SAFEGUARDING REQUIREMENT:

The Early Years Alliance is committed to safeguarding and promoting 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. Provide a welcoming and inclusive environment to families accessing any sites for Family Hubs, including taking session/Healthy Start payments from parents.
2. Provide high-quality telephone calls and emails to and from Flying Start/Family Hub service users and partner agencies, being mindful of Data Protection requirements.
3. Maintain high-quality systems which meet the identified needs, including sending joining instructions and reminders to parents.
4. Provide accurate information/data input into the programme database, booking spreadsheets and IT systems.
5. Provide high-quality communications and social media messaging for the Family Hub/Flying Start, liaising with wider team members.

6. Support the administration tasks for the Learning and Development function of Flying Start as required working closely with the Parenting & Training Support Officer.
7. Provide administrative support for hosting training and workshops on virtual platforms.
8. Assist with the production of publicity materials, training workshop information and updates to the Flying Start website as required.
9. Provide support for Health & Safety requirements at premises including completion of risk assessments.
10. Collect and collate evaluation data from courses, workshops and programmes and provide reports as requested in a timely manner.
11. Support other Flying Start projects/ members of the Flying Start core team as directed.
12. Signpost effectively to other organisations as appropriate.
13. Attend events as required.
14. Some evening or weekend work will be required on a rota basis with notice.

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. GCSE Maths and English at Grade C or equivalent.
2. Demonstrable experience of working in a busy public facing office environment with competing priorities.
3. Excellent interpersonal and communication skills with the ability to engage and build professional relationships with people from a wide range of backgrounds and levels, adopting appropriate methods of communication.

4. The ability to communicate effectively in writing, including producing reports.
5. Able to demonstrate excellent IT skills, including the ability to use Office 365 including Teams / Zoom, Word, Excel etc.
6. Ability to use social media as a communication platform with service users and experience of being compliant with policies and procedures for safe use of social media
7. Demonstrable organisational skills with the ability to prioritise the workload and manage a diary in order to meet deadlines and targets.
8. Ability to work within a team, or work independently using a proactive approach, taking into account the needs and perspectives of others.
9. Knowledge of safeguarding responsibilities and a commitment to attend relevant training.
10. Awareness of the importance of monitoring and evaluation of programmes and data collection and analysis.
11. Commitment to achieving inclusion and equality in the workforce and service delivery.
12. Able to travel as required.
13. Able to work flexibly, when required, including occasional evening and weekend work.
14. Commitment to Early Years Alliance and the Luton Flying Start aims and strategic objectives.

Alliance Performance Standards and Values - Please refer to Appendix 1 for details of the Alliance Performance Standards and Values which all employees are expected to work to:

- Be responsible
- Be team focused
- Strive for excellence
- Be respectful
- Take pride
- Be open and honest
- Be mindful and supportive

Desirable Criteria:

1. IT qualification.
 2. Experience of managing petty cash.
 3. Working knowledge the Early Years Alliance/Flying Start.
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TERMS & CONDITIONS:

Grade: 3A point 22

Salary: £8,641 per annum (pro rata of £25,202 per annum)

Working Week: 16 hours / 39 weeks (Term Time)

Holiday Entitlement: 25 days plus 8 bank holidays (pro rata for part-time)

Contract End: March 2028

This post is not 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.

Pension: The table below shows what the base contributions are, and the dates they will rise. 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: