Job description

Post:	Sparkle administrative assistant
Reporting to:	Sparkle office manager
Accountable to:	Sparkle team lead
Location:	Serennu children's centre, Newport
Salary:	£17,647.50 per annum
Hours:	37.5 hours per week, including 3 day shifts (9.00am-5.00pm), 2 afternoon/evening shifts (10.00-6.00pm) and occasional weekends.
Contract:	Fixed Term- March 2022
Holidays:	20 days per year, not including bank holidays (pro-rata)

Job purpose

The post holder will undertake all administrative duties and responsibilities required to support the efficient delivery of Sparkle.

The post holder will be responsible for providing effective clerical and administrative support to the Sparkle team. The role will involve the co-ordination and implementation of office procedures and will require a high degree of organisational skills and excellent working knowledge of administrative systems. Act as a point of liaison for families and professionals and be responsible for confidential and time sensitive material.

Key results areas

1. To use a variety of software packages such as Microsoft Word, Outlook, Powerpoint, Excel, etc. to produce correspondence and maintain records, spreadsheets and databases.
2. To compile generic mailing lists as required and to assist with the administration of bulk correspondence, including the preparation, updating and despatch of standard documentation and written correspondence.
3. Develop and maintain efficient administrative systems including referral and appointment processes, payments and room bookings.
4. To undertake reliable data entry and to prepare regular, scheduled reports from designated databases, spreadsheets and registers.
5. Preparing agendas, attending and providing minutes of team and internal meetings.
6. Maintaining individual records both computer based and paper based, filing systems and archiving functions.

7. Provide efficient customer care service, responding sensitively and effectively to any persons who contact the service.
8. To liaise will all relevant professionals and develop good working relationships both internally and externally.
9. To manage own workload and act independently using own initiative, seeking advice where necessary from the Sparkle office manager
10. Oversee and supervise the work administrative volunteers.
11. Adhere to Sparkle's policies and procedures.
12. To undertake any other duties, commensurate with the role.

Professional development

1. To keep an up to date record of supervision received.
2. To meet regularly with the Sparkle office manager.

Confidentiality

1. In the course of your duties you may have access to confidential material about children, young people and their families. On no account must information be divulged to anyone other than authorised persons, for example, other professional staff as appropriate. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager.

2. Similarly, no information of a personal confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as serious gross misconduct, which could result in disciplinary action being taken against you. Individuals will be responsible for any records they create, use or handle. This responsibility is established at, and defined by law.

3. All employees who record, handle, store or otherwise come across information, have a personal common-law duty of confidence. The GDPR and Data Protection Act 1988, places statutory restrictions on the use of personal information, including health information. All staff need to acknowledge the importance of personal records and their responsibilities.

4. It's security is of prime importance and serious consequences can result should a record go missing. Any disclosure of such information without permission is a disciplinary offence and may result in dismissal.

Review

The job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not part of your contract of Employment and your duties may well be changed from time to time to meet changes in Sparkle requirements.

Special conditions

Working hours

The post holder will be required to work extremely flexibly, including some evenings and weekends.

General responsibilities

Health & safety

It is the responsibility of all employees to work to achieve a healthy and safe environment, and to take reasonable care of themselves and others.

Equality & diversity

It is the responsibility of all employees to support Sparkles vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Disclosure and barring check

This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will be subject to a Disclosure and Barring Check.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Sparkle is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

PERSON SPECIFICATION

POST: Sparkle administrative assistant

Criteria	Essential	Desirable	Indicated by
Education and qualifications	• Good general education to GCSE level or comparable	• European Computer Driving Licence (E.C.D.L.)	Application form
Experience	• Experience of working in an administrative or office environment • Experience of using office IT packages (e.g. MS Office, Excel) • Customer service experience	• Previous experience of working within a health/social care setting • Experience of working with children with a disability or developmental difficulty	Application form/ interview
Skills and knowledge	• Excellent written and verbal communication skills • The ability to establish and maintain excellent working relationships with colleagues • The ability to establish and maintain excellent working relationships with parents/staff/visitors to the centre. • The ability to work without supervision, self-reliant and extremely efficient • The ability to work under pressure and maintain a professional manner at all times • The ability to prioritise work • Excellent team working skills • Excellent organisational, ICT and admin skills • Numerate • Excellent interpersonal skills		Application form/ interview
Personal	• Reliable and punctual • Adopt a friendly, happy, welcoming approach • Have an ability to engage with people of all ages and abilities • Flexibility		Application form/ interview

	• Commitment and tenacity • Are outgoing, personable and a good conversationalist • Have good listening skills • Display honesty and integrity • Show compassion and empathy as the situation requires • Have the ability to make people feel at ease • Present with a smart, neat appearance and professional demeanour • Are polite and courteous at all times, regardless of the situation • Are able to deal calmly with difficult families or visitors • Are willing to go the extra mile, even at busy times		
Other	• Ability to work within professional guidelines. • Ability to work evenings and some weekend working	• Be a car driver and possess a current driving licence.	Application form/ interview