

JOB DESCRIPTION

Job Title:	Children and Young People Administrator - Family Centres
Salary:	FTE: £20,820 – £22,500 Pro-rata: £14,871 – £16,071
Hours of work:	25 hours per week: Monday – Friday 09:30 to 14:30
Place of work:	Epsom Downs Family Centre Red Oak Family Centre
Responsible to:	Family Centre Manager
Responsible for:	N/A
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 Epsom Downs and Red Oak Family Centres.
Background role:	YMCA East Surrey Family Centres in offer a wide range of activities and services to support family life for parents and carers of children and young people aged 0-18 years (25 additional needs and disabilities). We work in partnership with Welcare and HomeStart East Surrey to ensure that services and support are available across East Surrey.
Main Responsibilities:	<p>The CYP Administrator – Family Centres will:</p> <ul style="list-style-type: none"> ▶ 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 admin support for YMCA Family Centres including reporting maintenance issues, booking meetings, uploading data onto various Surrey County Council platforms – EHM, Wisdom and Tableau. ▶ Work within the health and safety guidelines as set out in the staff handbook, and the policies and procedures of YMCA East Surrey ▶ Take any group work programme payments for CYP Services and work alongside CYP colleagues and the Finance team to manage this process. ▶ Assist in the promotion of Children and Young People activities ▶ 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 ▶ Undertake any other duties and responsibilities reasonably requested by Family Centre Manager and Senior CYP staff ▶ Help ensure that the Family Centres reception area operates, at all times, to the highest possible professional standard ▶ Comply with the YMCA East Surrey's policies and procedures. ▶ Maintain excellent working relationships with parent/carers, staff and other agencies.

	<ul style="list-style-type: none"> ▶ Follow YMCAES safeguarding and safer working practice policies at all times, taking any concerns regarding health and/or wellbeing to your line manager or senior management. ▶ Act in the interests of your own safety & the safety of others at all times. ▶ Undertake any other duties and responsibilities reasonably requested by the management of the organisation.
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PERSON SPECIFICATION:

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:				Application and certificates
	5 GCSE's or equivalents including English and Maths at grade c or equivalent	X		Application
	Vocational training qualifications in secretarial work, business or IT at level 3 or above	X		Application, interview
	A Levels or further education qualifications		X	Application, interview
Experience				
	Experience of administrative work in a childcare/school/youth work setting	X		Application, interview
	Experience of setting up administrative systems including online booking systems	X		Application, interview
	Experience using Microsoft Office 365, Excel and other software packages. Also designing spreadsheets and access databases to collect and store information	X		Application, interview
	Experience of customer focused service and care	X		Application, interview
	Experience of working independently to a high standard, sometimes under pressure	X		Application, interview, assessment
	Experience in dealing professionally with the public, customer care and/or other receptionist roles	X		Application, interview, assessment
	Experience of using IT software to manage lists and send out html electronic mail outs		x	Application, interview
	Marketing experience including professional use of social media to promote services		x	

	Experience of administrative financial duties		x	
Abilities, skills, and attitude				
	A strong command of Microsoft Office including Word, Excel, and PowerPoint	X		Application, interview, assessment
	Good working knowledge of data protection and information security	X		Application, interview
	Good spoken and written communication skills with a level of attention to detail	X		Application, assessment, and interview
	Able to build good working relationships at all levels of the organisation	X		Application, interview
	Excellent organisational and record keeping skills	X		Application, interview
Other requirements				
	Good IT literacy and ability to use IT software systems	X		Application, interview
	Good prioritisation and time management skills	X		Application, interview
	Good communications skills both verbal and written at all levels and with all abilities	X		Application, interview
	Ability to change and be proactive in implementing new systems quickly and efficiently	x		Application, interview
	Good numeracy skills	x		Application, interview
	Commitment to the YMCA's Aims and Purposes	x		Application, interview
	Be friendly, flexible, professional and approachable	x		Application, interview
	DBS check for working with children and adults at risk	x		DBS Check
	Car driver		x	Application, interview