

Directorate:	Children, Young People and Education
Unit/Section:	Integrated Children's Services – Business Support
Grade:	KR3
Responsible to:	Business Support Lead

Purpose of the Job:

To be the first point of contact to welcome families, children, young people and staff to Children's Centres.

To provide administrative and business support to the centres and the wider District team.

Main duties and responsibilities:

- To act as the first point of contact for staff and visitors working in and visiting Children's Centres providing appropriate advice and guidance.
- To provide administrative and business support to the Children's Centre teams within the district.
- To work across locations within the District, as required, to support flexible working, annual leave and other forms of absence to ensure services are delivered.
- To maintain accurate electronic records on relevant data recording systems (including registering families, recording attendance, change of address etc.).
- To support the District team in the production of regular reports from data recording systems.
- To support the District team to ensure Health and Safety requirements and standards are maintained in Children's Centres. Assist with the locking and unlocking of buildings if required.
- To manage room bookings within Children's Centres. Ensure rooms are appropriately set up for each booking, cleared after use and that refreshments are supplied as required.
- To be responsible for cash handling as required, maintaining accurate records and ensuring that all money is stored securely.

Footnote: This job description is provided to assist the job holder to know what the main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Educated to GCSE level or equivalent (Level 2)
EXPERIENCE	Customer Service experience
SKILLS AND ABILITIES	Excellent interpersonal skills with a confident telephone manner Computer literate with accurate keyboard skills Good organisational skills, including the ability to prioritise workload and meeting deadlines Ability to travel in a timely and flexible manner to different centres To be able to work as part of a team but also to use own initiative Self-motivated to learn new skills
KNOWLEDGE	Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel) Awareness of the following: Safeguarding, Health and Safety, Data Protection
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making