

Administrative Officer

Salary Range: £34,580 - £36,917

Grade: Level 2, Zone 2

Location: Camden Children's Centres

Reports to: Business Manager



About the role

The role will provide professional, customer focussed business support to a multi-disciplinary team in Children's Centres and Family Hubs, thus ensuring delivery of a well-coordinated pathway of universal and targeted services for families across the borough. The role will assist the Business Manager in providing a high-quality business support service to ensure smooth day to day functioning of services.

The role will also provide welcoming and effective reception and engagement services for families attending the centres and engaging in programmes. To deliver effective administrative support working from multiple settings and to engage and support those most at risk of poor outcomes, maximising the positive impact of services on child and family. And to work as part of a borough-wide team sharing workloads and liaising with different stakeholders ensuring good working relationships.

About you

Experience

1. Fully proficient in Microsoft Office packages such as Outlook, Word and, Excel and able to undertake accurate data entry using a range of client databases and electronic systems, ensuring that monitoring and evaluation systems are maintained whilst adhering to GDPR and corporate policies & procedures.
2. Able to demonstrate knowledge and understanding of the Children's Centres & Family Hubs and early help services offered by Camden Council to families who experience most disadvantage as well as other local services for families with children.
3. Able to communicate with confidence, providing an excellent level of customer service to all customers (colleagues, members of the public, contractors, and suppliers), meeting customer needs, maintaining good client relations and demonstrating an ability to resolve challenging situations and complex enquiries.
4. Experience of working in a busy reception area, offering a friendly welcoming service that is sensitive to the needs of vulnerable customers, signposting services and resolving customer queries face to face, over the telephone and via email.
5. Experience in providing a wide range of administrative support to a multidiscipline team, working flexibly, balancing competing priorities and, meeting deadlines whilst understanding the needs, timescales, and deadlines of others.
6. Able to effectively undertake a range of office financial processes including placing, receiving and, receipting orders, checking payments have been made, invoicing and processing of payments, and updating office finance monitoring systems.
7. Able to adapt to change and meet the needs of new projects and expectations as these arise, thinking creatively and working with others to develop innovative solutions.
8. Have a proactive approach to ensuring a safe centre and workplace, applying Health and Safety expectations and contributing to the monitoring of these within a building open to the public.

You have

- The ability to think on your feet and make sound judgments, especially when handling inquiries or unexpected situations.
- The ability to communicate at different levels as you'll be communicating with stakeholders across the organisations
- You are able work well in a team
- Strong interpersonal abilities to engage with families and community members in a friendly, respectful, and empathetic manner.
- Ability to handle challenging or sensitive situations with resilience and a calm manner, especially when dealing with vulnerable families.
- Adaptability to changes in service needs or project expectations, working resourcefully to meet new challenges as they arise.

What You'll Achieve

1. The role offers opportunities to build valuable skills in areas like customer service, finance, multi-agency collaboration, and data management, which can open doors to other administrative or Family Hub roles.
2. With experience, individuals may have opportunities for advancement within Camden Council's Early Years and Family Hub Services, potentially moving into management or specialised support roles.
3. Building relationships with local partners, agencies, and council departments will strengthen Camden's Family Hub network. Clear and respectful communication in this role will promote teamwork, making it easier to solve problems together and share resources for the benefit of the whole community.
4. In an environment that may face shifting demands or new projects, this will help demonstrate adaptability and proactive thinking to support new initiatives. By working with others to develop creative solutions, the role will help the Family Hubs remain responsive and relevant, ensuring services are tailored to the changing needs of Camden's families.

Other important information...

People management

N/A

Work environment

Office based across Camden's Children's Centres & Family Hubs or locality venues. There will be occasional visits to other council/voluntary/statutory agency offices or venues.

Who you will be working with

The post holder will be required to liaise with various teams and services across the Council. Key contacts are likely to include:

- Visitors to the centre(s) e.g. families with children attending nursery, activities and appointments.
- Local residents, voluntary and statutory organisations and other external agencies.
- Locality Admin, cleaning and maintenance teams.
- Locality multi-agency team e.g. Family Support, Health and Nursery.
- Council departments e.g. Finance, IT and Facilities.
- Partners providing services and resources both within the Children Centre & Family Hubs and other locality venues.
- Internal and external contractors and suppliers.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

