

Integrated Early Years Service Administrative Assistant Job Profile Information

This supplementary information for the Administrative Assistant is for guidance and must be used in conjunction with the Job Capsule for the Job Family Business Services, Level 2 Zone 1.

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

The **Supporting People Directorate** is responsible for the outcomes and support for children, young people, adults and families in need. The directorate has a strong focus on intervening early to prevent problems escalating as well as contributing to prevention. Within the directorate, the **Early Intervention and Prevention Division** comprises of the following services: Integrated Early Years Service (IEYS), Integrated Youth Support Service (IYSS), Family Support and Complex families, SEN and Educational Psychology and the Education Welfare Service.

Resilient Families: The Resilient Families programme is the driver for the transformation and further development and integration of services providing early help for families with children (0-19 years or 25 years, SEND) in Camden. The integration of IEYS family support and health visiting is a significant transformation and change programme, formally implemented in April 2017 and is part of the new approach to early years, Camden Sure Start.

Camden Sure Start: An ambitious vision for **0-5 early years services** for young children and families of **integrated universal and targeted services** forged from the relationships between maintained early years providers, hospitals, health visitors, midwives and GPs, childminders, family support workers, Job Centre Plus, primary schools, voluntary sector organisations and parents. Based on local need, services are delivered from children's centres, health centres and across a network of community buildings, in five localities covering the whole of Camden.

Administrative Assistants work in children's centres providing administrative services supporting the work of multi-agency teams.

Role Purpose:

To assist the office manager with a high quality administrative service to support the smooth functioning of the children's centre locality and cluster teams. Key functions include supporting office finance systems and processes, supporting the work of the family support team, general administrative support and supporting the office and reception desk in the absence of the Office Manager.

Example outcomes or objectives that this role will deliver:

1. To receive personal visitors (maintaining signing in sheets, issuing visitors passes, verifying and logging contractor identification), process postal deliveries (date stamping and logging) receive telephone calls, including the recording and passing on of messages to the appropriate team member. To cover the reception desk, providing excellent customer service to members of the public, including promoting services and signposting and booking parents onto children's centre activities.
2. To support the office manager in administering office procurement systems on in-house financial systems including; effective liaison with internal and external suppliers, placing, receiving and receipting orders, checking payments have been made, and updating office finance monitoring systems.
3. To provide clerical support to the Office Manager and team as directed, including word processing, database inputting, photocopying, filing, the production and distribution of agendas, minute taking and distribution, assisting with the organisation of meetings and events, producing publicity materials in line with Camden's corporate protocols and IEYS Borough wide standard templates as well as venue and refreshments booking.
4. To maintain the smooth running of the office in the absence of the Office Manager, directing the work of the receptionist, dealing with internal and external enquiries, ordering of supplies, building maintenance and adherence to office health and safety systems and procedures.
5. To input onto databases and spreadsheets, inputting session attendance details, processing referrals and collating information to support the collection of data from the databases.
6. To process and administer the booking of parents and families onto group sessions and to record participation including use of online booking systems, in-house databases and spreadsheets.
7. To liaise with internal and external customers and partners including processing the engagement of interpreters and crèche workers.

8. To maintain effective communication and functional links across services and teams supporting effective multi-agency working.
9. To work flexibly, providing administrative support across children's centre localities and working from multiple settings, when required, to deliver outcomes.

Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.

People Management Responsibilities:

The post holder has no supervisory responsibilities.

Relationships:

The post holder will be required to liaise with various teams and services across Camden's Supporting People Directorate. Key contacts are likely to include:

- finance officers
- office suppliers
- children's centre nursery teams
- family support team and other partner agencies
- members of the public with children under 5
- voluntary and statutory organisations and other external agencies

Work Environment:

The Administrative Assistant is a member of the children's centre locality and wider cluster team and is required to work in children's centres and health centres across the borough.

Technical Knowledge and Experience:
Experience, Skills and Knowledge :

- Experience of working in a busy reception area providing services to the public
- Substantial administrative experience within a busy office environment
- Experience and knowledge of MS office packages and ability to use Outlook, Word, and Excel competently.
- Ability to work accurately and methodically within an agreed work programme, adhering to priorities and timetables
- Highly effective communication skills demonstrating ability to communicate effectively face to face, over the telephone and in writing with a wide range of people
- Ability to work as a member of a team, sharing workloads with others, taking responsibility for areas of work, and maintaining an awareness of team priorities and responsibilities.
- Ability to adapt to changing demands and initiatives within the office environment.
- Experience of using financial databases
- A good level of numeracy and literacy
- Ability to use databases such as 'Synergy' and MOSAiC databases
- Experience of using online booking systems
- Knowledge of children's centres, early years services and of the barriers experienced by disadvantaged families in accessing services

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility
- For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure

INTEGRATED EARLY YEARS SERVICE - LOCALITY TEAM STRUCTURE CHART

* Admin Assistant post reports directly to the Office Manager who is line managed by the Locality Services Manager.



