

Job Capsule Supplementary Information: Administrative Officer

This supplementary information for Administrative Officer is for guidance for Job Zone 2 Level 2

Camden Way Category 2

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.

Role Purpose

The purpose of the role is to assist the Children's Centre office manager to provide a high quality administrative service supporting the smooth day to day functioning of the children's centre. Key functions include providing a welcoming and sensitive reception for families attending the Centre, supporting office finance systems/ processes and providing a wide range of administrative support for the family support, locality teams and nursery.

Example outcomes or objectives that this role will deliver:

1. Demonstrate understanding of children's centre services, Camden Council and other local services for families with young children.
2. Effectively undertake a range of office financial processes including placing, receiving and receipting orders, checking payments have been made, invoicing and processing of nursery fees, and updating office finance monitoring systems.
3. Provide a wide range of administrative support to children's centre services, ensuring that monitoring systems are maintained
4. To work flexibly, providing administrative support across children's centre localities and working from multiple settings, when required, to deliver outcomes.
5. To maintain the smooth running of the office in the Office Managers absence dealing with day to day issues, responding to internal and external enquiries and liaising with covering Office Managers.
6. Support the Nursery with the issuing of contracts with nursery parents and other nursery operational support needs.
7. Undertake accurate data entry using a range of client databases and IT systems
8. Meet customer needs and deal effectively with customer enquiries on reception desk and via telephone and email
9. Provide an excellent level of customer service

People Management Responsibilities:

N/A

Relationships;

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

Locality family support team, finance officers, office suppliers, locality children centre teams, maintained nursery teams and other partner agencies providing services and resources within the children centre. Also a requirement to liaise with trainers and trainees, members of the public with children under 5, local residents, voluntary and statutory organisations and other external agencies.

Work Environment:

The post holder will;

- Be office based at one of Camden's designated children's centres. There will be occasional visits to other centres or council/voluntary/statutory agency offices or venues.

Technical Knowledge and Experience:

- Experience and knowledge of using database systems. Working experience and knowledge of MS office packages including Outlook, Word, and Excel.
- Desirable to have experience using oracle and aspien finance systems
- Understanding of confidentiality issues within a service framework and with special reference to the safe management of electronic data.
- Experience of working with families as well as with a range of professionals.
- Experience of providing high quality 'front of house' reception services that create a welcoming and supportive environment.

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

Structure Chart – please insert or attach an up to date structure chart showing this role

Locality Leader
Level 5, Zone 2



Office Manager
Level 3, Zone 2



Administrative
Officers
Level 2, Zone 2