

Job Profile

Job Title: Administrative Office

Job Grade: Level 2 Zone 2

Salary Range: £32,228 - £34,565

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

To provide business support to the locality team, thus ensuring delivery of a well-coordinated pathway of universal and targeted children's centre services across the borough, for families with children from pregnancy to age 5, with a focus on the first 1001 days.

Purpose of the role:

- To assist the Children's Centre Business Manager to provide a high-quality business support service ensuring smooth day to day functioning of children's centre(s) and locality services.
- Provide welcoming and effective reception and engagement services for families attending the Children's Centres and programmes e.g., the enhanced healthy child offer, supporting office finance systems/ processes and providing a wide range of administrative support for, locality teams, including health visiting and family support and nurseries.
- To ensure effective business support so Early Years services in Camden engage and support those most at risk of poor outcomes, maximising the positive impact of services on child and family outcomes.

About you

1. Fully proficient in Microsoft Office packages such as Outlook, Word and Excel and other databases (such as Mosiac or System One or EISI)
2. Demonstrate knowledge and understanding of families who experience most disadvantage and the children's centre and early help services offered by Camden Council as well as other local services for families with young children.
3. 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.
4. Provide a wide range of administrative support to children's centre services, ensuring that monitoring and evaluation systems are maintained.
5. To work flexibly, providing administrative support across the borough and working from multiple settings, when required,
6. To maintain the smooth running of the office in the Business Managers absence dealing with day-to-day issues, responding to internal and external enquiries and liaising with covering Business Manager.
7. Undertake accurate data entry using a range of client databases and IT systems.

8. Meet customer needs offering a welcoming service that is sensitive to the need(s) of vulnerable parents and children, resolving customer enquiries e.g., on reception and when supporting programmes e.g., the enhanced healthy child offer via telephone and email.
9. Provide an excellent level of customer service, adapting to change and meeting the needs of new projects and expectations as these arise.
10. 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

Work Environment:

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

People Management Responsibilities:

None.

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, children's centre teams, nursery teams and other partners providing services and resources both within the children centre(s) and other locality venues.
- Liaise with visitors to the centre(s) e.g. parents with children under 5 years attending sessions and appointments.
- Local residents, voluntary and statutory organisations and other external agencies.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and 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 or post to 5 Pancras Square, London, N1C 4AG