

Job Title:	Administrative Assistant
Grade:	S4
Reports to:	Project Manager, Surrey and Hampshire Early Years Stronger Practice Hub
Working Pattern:	20-25 hours weekly term time only

Purpose:	The administrative assistant is responsible for supporting the administrative, financial and organisational processes within the Surrey and Hampshire Early Years Stronger Practice Hub. They will also act as the initial point of contact for members, visitors and other stakeholders, so will be an ambassador for the organisation and embody the value, vision and ethos of the hub in all interactions.
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Principle accountabilities:

General administration

- Update manual and computerised record/information systems
- Update and maintain the calendar
- Assist with managing the Hub's email inbox, ensuring the Hub meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from members
- Report any issues with the IT systems
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Book training courses for all staff
- Order, monitor and manage stock, ensuring best value following the Hub's purchasing processes
- Carry out filing, printing and photocopying
- Assist with organising meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the Hub's record retention schedule and data protection law, ensuring information security and confidentiality at all times

Written communication

- Write and send email responses that are professional and uphold the Hub's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to members, staff and other stakeholders
- Assist with marketing and promoting the Hub

Finance

- Carry out financial administration in line with the Hub's procedures
- Ensure best value and follow ordering procedures to ensure adequate resources are available to meet work requirements
- Liaise with staff, suppliers, contractors and external organisations

Events

- Respond to attendees' enquires and process booking and confirmation forms
- Oversee facility requirements, liaising with the external providers and Caretaker for catering and room set up requirements
- For events held at GNSFC, liaise with Lettings Manager to ensure the lettings calendar is maintained and information is shared weekly with relevant teams
- Maintain promotional documents and leaflets and ensure they are displayed in relevant places

Promotion of Values

- To be aware of our high profile and uphold our vision, ethos and standards at all times
- To ensure the promotion of respect for all who work in and use our facilities
- Demonstrate consistently high standards of personal and professional behaviour in the workplace and ensure that behaviour outside the workplace does not compromise our reputation in any way
- To put children at the centre of all that is done at and for the Hub

Accountability

- To ensure that policies are followed effectively
- To be consistently kind, honest and reflective
- To be fully compliant with Hub staff responsibilities
- To be fully aware of the Safeguarding Children Policy and be alert to signs that a child may be at risk
- To work according to relevant Equal Opportunities Policies
- To comply with health, safety and welfare standards at work
- To manage own workload and plan time effectively, with support when necessary
- To constantly strive to improve

Person Specifications		
	Attributes	How Identified
Qualifications & Experience	A good general education with at least GCSE in Maths and English or a substantial level of relevant work experience. Experience in working in an office as part of a team. Good IT skills including the use of MS Office, Excel, and other databases. Methodical approach to information gathering, recording and reporting including inputting onto a database Carrying out administrative tasks Dealing with face-to-face and telephone interactions Working with children or young people	Application Form References Tasks
Special Knowledge	Good oral and written communication skills Ability to respond quickly and effectively to issues that arise Ability to plan, organise and prioritise to meet deadlines Ability to use own initiative Excellent attention to detail Ability to build effective working relationships with colleagues Understanding of data protection and confidentiality Understanding of safeguarding	Application Form References Interview Tasks
Disposition, Adjustment & Attitude	Ability to be flexible and contribute to good team work	Application Form References Interview Tasks
Practical & Intellectual Skills	Ability to work to a high level of accuracy and presentation Fluent in written and spoken English	Application Form References Interview Tasks
Circumstances & Training	A commitment to own professional development A willingness to work flexibly when required	Interview, application form, references