



JOB DESCRIPTION

ROLE TITLE:	Advice, Information and Clerical Receptionist
REPORTING TO:	Family Centre Manager
BASED:	Stanwell Family Centre
HOURS:	24 hours per week

Overall purpose:

To ensure that all parents and carers in the Surrey Care Trust, Stanwell Family Centre reach area are aware of the services available and that families in most need are supported to access these services.

Work Context:

The multi-agency approach of Family Centres is at the heart of Surrey County Councils Effective Family Resilience and Early Help Strategy. Family Centres play a central role in providing Early Help, in improving outcomes for all young children, and in reducing inequalities in outcomes between the most disadvantaged children and the rest.

Family Centres will provide access to high quality Early Help and targeted services, health, family support and employment related services. All services developed ensuring that the needs of children are paramount. Each Family Centre is intended to become the first port of call for families in need or requiring additional support with the challenges that parents face every day bringing up their children.

The postholder will play a key role in ensuring that all families wishing to use the Stanwell Family Centre have a point of contact that is welcoming, well informed about the services available for all children and families and is able to identify and direct users to services as appropriate.

Duties and Responsibilities:

- To organise information to agreed procedures by filing, data entry, checking/matching data to ensure accurate records are maintained
- To prepare and dispatch a range of routine documents to contribute to the smooth running of the work place
- To receive and respond to everyday enquiries from callers providing a timely, courteous and efficient service to all service users by telephone or face to face
- Receive visitors and provide basic information and advice in a professional manner to promote a positive image of the workplace
- To organise routine meetings, make arrangements and bookings under clearly defined instructions and maintain calendars
- To take and prepare minutes of internal and professional meetings, manage invitations, prepare and distribute papers
- To be responsible for coordinating adult learning and creche bookings, using Excel spreadsheets to monitor activity as defined
- Help to prepare materials to assist in the effective organisation of internal/external activities

- Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard
- Follow set order procedures to ensure adequate low value supplies and resources are available to meet office/workplace requirements
- To coordinate our Toy Library membership, lending and cataloguing processes using the Access database
- To monitor and record financial data including petty cash receipts and expenditure
- To take responsibility for monitoring and recording health & safety practice and procedures

Working conditions for this role:

- Manual handling of resources up to 5kg regularly
- Use of screen equipment
- Working with children aged 0-11 years and their families
- Some flexibility in working arrangements/hours to meet operational requirements, including responding to emergencies

NOTE: This job description is intended as a working document for the position outlined. It is not exhaustive but indicates the wide range of duties involved.

The job description will form part of the organisation's performance management process and will be kept under continuous review to reflect the change and growth within the Trust.

Person Specification

ESSENTIAL	DESIRABLE
Minimum 3 GCSE's at Grade C or above, or equivalent	Knowledge of issues in Health for children and families
Good level of education with excellent literacy and numeracy skills	Clear understanding of the value and process of monitoring and evaluation
Working knowledge of eStart database	Is able to identify and develop ideas relevant to the needs of the Family Centre
Knowledge of services for families	Working in a voluntary or paid capacity in a community setting e.g. residents' association, community group, playgroup etc
Ability to apply relevant health & safety policies and procedures	Has vision, enthusiasm, good self-presentation, determination, dedication and a sense of humour
Ability to work with others to provide excellent customer service	Experience of creating custom design leaflets
Competent in a range of IT tools, including databases and MS Office	Experience of monitoring petty cash, placing orders and invoices
Ability to communicate clearly orally and in writing	Knowledge of health & safety practice in the workplace
Accuracy and ability to prioritise and organise own workload	
Commitment to continuous training and professional development	

NOTE: This role description is intended as a working document for the position outlined. It is not exhaustive but indicates the wide range of duties involved.

The role description will form part of the organisation's performance management process and will be kept under continuous review to reflect the change and growth within the Trust.

PLEASE NOTE YOU ARE REQUIRED TO UNDERTAKE DBS CLEARANCE FOR THIS ROLE

If you are interesting in applying please complete an application form and send with a covering letter to Recruitment@surreycaretrust.org.uk or by post to Recruitment, Surrey Care Trust, The Crescent, Heathside Crescent, Woking Surrey GU22 7AG