

MATERNITY COVER (min. period 26wks on a fixed term contract)

ROLE TITLE:	Advice, Information and Clerical Receptionist	
REPORTING TO:	Family Centre Manager	
LOCATION:	Stanwell Family Centre	
HOURS:	12 hours per week (Thursday & Friday)	
SALARY:	£9.36 per hour	
CLOSING DATE:	15 th October 2021	INTERVIEW DATE: 27 th October 2021

Surrey Care Trust is a local charity that helps people to improve their skills for life, work and learning through counselling, education, mentoring and volunteering. Our programmes support disadvantaged families in improving their chances in life. Through our programmes we are enabling people throughout Surrey to overcome the disadvantage of low skills, poor educational achievement, limited opportunities and tough financial circumstances.

We offer a broad range of programmes - support for families and their children aged 0-11 yrs at our **Stanwell Family Centre**; offering vulnerable and challenging young people an alternative approach to education at our **STEPS** learning centre; a free and independent youth **counselling** service for young people aged 16 – 25; **mentoring** young people and adults to help them gain confidence and make positive changes; working to bring the community together and taking action on local issues with our **Stanwell Local Conversation** project; helping young people get back to work with our **Steps2Work** programme; working with the long term unemployed on our Lottery/ESF funded **Alliance and Aspire** programmes ; and creating a different environment for people to learn new skills and give something back to society on our **Swingbridge Community Boats**.

Our Vision

Surrey to be a place where vulnerable and excluded families are given the opportunity, skills and support to achieve their potential and make a positive contribution.

Our Mission

To tackle disadvantage, social exclusion and hardship in local communities. To reach out to families to equip them with the skills to improve their economic situation, to reduce social isolation and break the cycle of disadvantage.



Overall purpose of the role

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.

Duties and Responsibilities

- To organise information to agreed procedures by filing, data entry, checking/monitoring 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

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

Person Specification

ESSENTIAL	DESIRABLE
Education, Training and Work Qualifications	
Minimum 3 GCSEs 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
Knowledge	
Working knowledge of eStart database	Can 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	Knowledge of health & safety practice in the workplace
Skills and Expertise	
Competent in a range of IT tools, including databases and MS Office	Experience of creating custom design leaflets
Ability to communicate clearly both verbal and in writing	Experience of monitoring petty cash, placing orders and invoices
Accuracy and ability to prioritise and organise workload	
Commitment to continuous training and professional development	

For an initial discussion about this role please contact Christine Cudmore at the Family Centre on:

01784 241407 or/ Email: Christine.cudmore@surreycaretrust.org.uk

To submit an application please complete an application form found on the Website and send it to recruitment@surreycaretrust.org.uk – Closing date for applications is **midnight, 15th October 2021**