JOB DESCRIPTION

ROLE TITLE: Advice, Information and Clerical Receptionist

REPORTING TO: Family Centre Manager

LOCATION: Stanwell Family Centre

HOURS: 24 hours per week (Mon, Tues and Weds 9:00 – 17:00 and Thurs 13:00 – 16:00)

SALARY: £9.18 per hour

CLOSING DATE: 24th October 2019

INTERVIEW DATE: 31st October 2019

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.

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 deprivation.

Stanwell Family Centre (previously Stanwell Children’s Centre)
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.
Overall purpose of the role
The Advice, Information and Clerical Receptionist 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 workplace
- 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 crèche 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

Person Specification

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

For an initial discussion about this role please contact Janette Breese, Family Centre Manager on 01784 241407

To submit an application please complete an application form and send it to recruitment@surreycaretrust.org.uk – Closing date for applications is 24th October 2019