# ROLE SUMMARY

**Job Title: Mobile Children’s Centre Receptionist**

**Responsible to: Deputy Children’s Centre Manager**

**Updated: 1st April 2017**

**All staff must implement and comply with Halifax Opportunities Trust policies and procedures including Health & Safety, Safeguarding, Equal Opportunities and Confidentiality.**

This role covers six main areas of responsibility:

* ***Supervisory Activities*** to support other staff members, students and volunteers
* ***Development and delivery of services*** *t*o provide an efficient, flexible and responsive reception, administrative and clerical service to the Children’s Centres
* ***Financial activities*** work within financial policies and procedures
* ***Partnership Working*** to work with and maintain relationships with all partner agencies
* ***Information Management*** provide effective communication and collection of data and evidence
* **Assets**  to manage and take responsibility for the security, resources and equipment

## Responsibilities

#### Key Results Area One: Supervisory Activities

* Delegated Supervisory responsibility of students and volunteers on placement
* To support the learning and development of others through shadowing and mentoring activities

**Key Results Area Two *Development and Delivery of Services***

* To welcome children, families, professionals and all other visitors to the Children’s Centres, and to deal with those visitors in a sensitive, respectful and appropriate manner ensuring safeguarding and security procedures are followed
* To act as a reception point for telephone and personal callers, messages and dealing efficiently and courteously with enquiries
* To operate the visitor recording system and effectively manage appointment systems for staff and multi-agencies using the service
* To ensure that all areas including reception are tidy, safe and welcoming
* To process incoming and outgoing mail and to distribute as required
* To undertake administrative duties connected to meetings
* To work with the Deputy Children’s Centre Manager in implementing and maintaining the office and data administrative systems, ensuring efficient systems that are accessible to all staff
* Delegated responsibility for the monitoring of the Children’s Centre stationery, preparing purchase orders for new stationery, resources and equipment
* To provide administrative support to the Children’s Centre, this will include, but is not limited to, word processing, data inputting and producing publicity material, creating and maintaining databases and photocopying.
* To work in different Children Centres/Nurseries as necessary within the service area to provide full receptionist cover for the area
* To understand child protection issues, and to act appropriately should areas of concern arise, in line with the Children’s Centre safeguarding policy and procedures
* To understand Health & Safety issues, and to act appropriately should areas of concern arise, in line with the Children’s Centre Health & Safety policy and procedures

#### Key Results Area Three: Financial Activities

* To take payment of fees completing receipts and recording accurately when required
* Delegated authority in administrating petty cash, ensuring monies are adequately receipted and to ensure that the level of petty cash held is correctly controlled

**Key Results Area Four: Partnership Working**

* Maintain relationships within and across the organisation
* Maintain collaborative partnerships outside the organisation that support Halifax Opportunities Trust brands, images and values

**Key Results Area Five: Information Management**

* To ensure the upkeep of the Children’s Centres and where appropriate centre’s information notice boards, displays and the replacement of information leaflets
* To support the Data Manager with data input as required using the bespoke software packages
* Delegated responsibility to ensure that all Children’s Centre management information is inputted within scheduled deadlines

#### Key Results Area Six: Assets

#### Delegated responsibility for building and contents security

* Designated key holder responsibilities
* Access to confidential data and information
* Delegated responsibility for the monitoring and safekeeping of cameras used by Children’s Centre staff
* Maintaining records of work
* Support with the up keep of asset registers

***Personal Development***

* Take responsibility for own personal and professional development, in line with agreed annual performance objectives
* Adopt a creative and innovative approach towards practice by being open to opportunities for improvements, and encouraging staff to make suggestions
* Attend and complete actions from regular Supervision sessions with line manager
* Attend regular staff meetings, training days and other training as required
* Work flexibly to meet the needs of the Service, including, evenings and weekends
* Maintain up to date knowledge regarding legislation

***Interfaces***

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| *Internal*:* HOT Trustee Board
* Nursery staff team
* Children’s Centre staff and management team
 | *External*:* Families, members of the local community
* Professional colleagues in other agencies working with local children & families
* Persons in connection with supply of goods and services
* Schools, nurseries
* National and regional support organisations
* Students on placement
* Service users – children and their parents/carers
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The responsibilities reflect the core activities of the role and are not intended to be exhaustive. Other activities or duties may be required, or changes in emphasis needed, from time to time to meet the needs of the organisation and it is expected that the role-holder will adopt a flexible approach in this respect. All roles and responsibilities are regularly reviewed and revised where necessary to ensure that organisation needs continue to be addressed.