

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Nursery Receptionist/Administration Assistant |
| **Reports to**  | Finance and Administration Services Manager |
| **Band**  | Band 3  |
| **Department/Directorate**  | First Steps Nursery / Estates and Facilities Management (EFM) |

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| **JOB PURPOSE**  |
| To provide a high quality, professional administration service to the Childcare Services Department in accordance with Trust policies and standards relating to confidentiality and customer care to ensure that streamlined, efficient and accurate administration processes and procedures are adhered to. To create a professional and welcoming reception to our service users, being the first point of contact for our parents, children and visitors.Strictly monitoring access to the facilities in line with the Nursery’s safeguarding policies and procedures.  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Working as part of the Childcare Services Department, liaising with internal and external customers and service users.
* Based in a secure Reception area, as the first point of contact for service users, use effective verbal/written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality. Adapt style of communication to respond to others user communication difficulties.
* Communicate internally with a range of departments.
* Support with all administrative duties in relation to the onsite Nursery including, but not limited to, monitoring inbox, processing bookings, investigating and logging child attendance/absences.
* Develop and maintain good working relationships by being, flexible, adaptable, polite, positive and empathetic, communicating effectively and informatively.
* As applicable, ensure the service experience is positive and service user confidentiality is maintained at all times. Consistently practise the confidentiality processes of the nursery ensuring that an accurate record is kept and all appropriate documentation/information is recorded and passed to the appropriate person.
* Treat users of the service, colleagues etc, with respect, dignity, courtesy and in accordance with the Trust’s Values.
* Deliver excellent levels of service by regularly assessing, problem solving, evaluating and reporting to the Administrative Line Manager, in a timely and proactive manner when these standards have not been met, enabling appropriate action to be taken. Implement planned actions in response, communicating changes as appropriate.
* Build and sustain effective communications to ensure good team working and collaborative. working practices. Disseminate knowledge, and information to those who need to know.
* Strictly monitoring access to the facilities in line with the Nursery’s policies and procedures.
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| **KEY WORKING RELATIONSHIPS**  |
| * Estates Department
* IT Department
* External NHS Organisations
* External organisations/providers
* Administration staff within area of work
* Facilities Department Managers
* Childcare Services Management Team
* First Steps Nursery

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic mediaOf particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Facilities Service Manager/s
 | * Local Council Authorities
* External Childcare Providers
* Childcare voucher company
* Accreditation Agencies
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| * Childcare Services Manager
* Nursery Manager
* Deputy Nursery Managers
* Early Years Educators (Room Leaders)
* Early Years Educators
* Nursery Catering Assistants
* Estates and Facilities team
* Administrators
* Service Users
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * To be guided by Trust Policy and Standard Operating Procedures.
* To be able to deal with routine queries from a multitude of sources and matters relating to the Childcare Services Department.
* Exercise initiative, analysis, and judgements/problem solving or directing on/escalating, as appropriate, using tact/empathy, reassurance and persuasive skills where agreement and co-operation is required.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * To provide and receive routine information relating to First Steps Nursery.
* Discusses financial/funding queries with service users and suppliers which are often complex, including reasons for delays in payment and other sensitive issues. Discusses financial issues with service users which may be contentious.
* To attend and minute staff meetings, as required.
* To deal with correspondence and enquiries, acting on own initiative and directing as appropriate, receive, log and escalate any complaints accordingly.
* Support and liaise with expectant parents, who are currently service users, by answering questions and queries as required regarding payment methods
* Working as part of the Childcare Services Department liaising with internal and external customers and service users.
* Use effective verbal/written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality. Adapt style of communication to respond to others user communication difficulties.
* Communicate internally with a range of departments.
* Develop and maintain good working relationships by being, flexible, adaptable, polite, positive and empathetic, communicating effectively and informatively.
* As applicable, ensure the service experience is positive and service user confidentiality is maintained at all times. Treat users of the service, colleagues etc, with respect, dignity, courtesy and in accordance with the Trust’s Values.
* Deliver excellent levels of service by regularly assessing, problem solving, evaluating and reporting to the Administrative Line Manager, in a timely and proactive manner when these standards have not been met, enabling appropriate action to be taken. Implement planned actions in response, communicating changes as appropriate.
* Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge, and information to those who need to know.
* To maintain effective relationships with internal staff groups and external key stakeholders / clients, relaying complex financial and technical information in a timely and professional manner.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Under the supervision/direction of the Administration Line Manager, within a delegated framework for agreed tasks and seeking support as and when necessary, provide a comprehensive, confidential, Secretarial/administrative service to support services, in an efficient and confidential manner.
* Prioritise own tasks, exercising a degree of independence, initiative and judgement.
* Assess situations, identify and resolve potential problems within own skill set. Refer and seek guidance on issues outside of postholder’s level of competency or authority to the Administration Line Manager.
* To be able to investigate in relation to financial aspects of the service and find the most appropriate solution for escalation to the Finance and Administration Services Manager.
* Provide appropriate support/cover to ensure monthly childcare voucher orders, payment schemes and funding claims are accurate, adjusting as required.
* Interpret and highlight a range of financial options for all services users and potential customers.
* Collect service data and submit to Childcare Services management team for analysis in a timely manner.
* Ensure all parents accessing the service are given accurate financial information to ensure they have the option to access the best benefits package for their personal situation.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Specifically, this post will work with colleagues and the management team to ensure that they provide a professional, efficient, accurate and timely administration service.
* Arrange meetings, finding a suitable venue, equipment, etc.
* Distribute agenda’s, minutes and other paperwork as directed by the meeting chair or Admin Line Manager.
* Manage electronic diaries.
* Undertake general administration duties appropriate to the role, e.g. dealing with post, reporting faults, collation and distribution of data and information, submitting orders and receipting deliveries in accordance with Trust systems.
* Maintain the smooth and effective running of the administration element of First Steps Nursery, ensuring staff are provided with an adequate level of administrative support.
* Plan / organise own diary and manage own workload.
* Update complex databases and information, utilising the First Steps Nursery childcare management systems and present as required.
* Support the Administration team to process monthly childcare voucher orders and escalate for authorisation within agreed deadlines.
* Provide support, under the guidance of your line manager, to ensure monthly and annual financial and salary sacrifice timetables are met.
* Contributes to long-term plans within a structured framework.
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| **PATIENT/CLIENT CARE**  |
| * Assist patients during incidental contact when on the Trust premises.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Provide services within well-established policies, procedures, protocols, guidelines, whilst acting within the required sphere of competencies for the role at all times.
* To participate in departmental/team meetings and offer suggestions for quality improvement.
* Contribute to the achievement/improvement of service/quality standards.
* May be asked to comment on policies and procedures.
* In the interests of safeguarding children, ensure that all information received and delivered is stored and used in an appropriate and confidential manner, adhering to the requirements of OFSTED and GDPR.
* Assist with small projects as required.
* Identifies and investigates problems and queries relating to data/information processing and management and escalate to Finance and Administration Services Manager.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Monitor and maintain department supplies.
* Order and receipt supplies on the Trust’s procurement system, EROS. Collate and submit funding claims ensuring strict deadlines are met.
* Ensure all salary sacrifice data is accurate so the Payroll Department can ensure they are fully compliant with HRMC rules and regulations.
* Provide key financial data to other departments during periods of cover to ensure the smooth running of schemes, i.e. monthly spreadsheets to the finance department detailing deductions and amendments to staff salaries that participate in the schemes in First Steps Nursery.
* Submit the monthly childcare voucher order during periods of cover so the authorised person can authorise the payment. Inform the Finance Department of the order value and the correct coding line to ensure that full payment is made and received in time for the dispatch of the order on pay day.
* Provide up to date information to the Finance Department during periods of cover
* Support to generate accurate invoices on a monthly basis for all service users.
* Oversee, the application of early years funding, ensuring good communication with key stakeholders.
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| **HUMAN RESOURCES**  |
| * To demonstrate duties to new or less experienced staff.
* Support management team with data entry on the Health Rostering system
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| **INFORMATION RESOURCES**  |
| * Regular requirement to use computer software to create and maintain databases and spreadsheets, using formulas to create statistical reports and dashboards on Departmental and Directorate performance.
* Ensure that accurate recording and maintenance of computerised filing records and systems is maintained.
* Regularly update electronic systems as directed by the Admin Line Manager, e.g. ESR, payroll, Health Roster.
* Take and transcribe minutes for Childcare Services Departmental meetings.
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| **RESEARCH AND DEVELOPMENT**  |
| * Participate and support in staff and customer satisfaction surveys or audits, as required
* Participate in equipment / software testing as and when required.
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| **PHYSICAL SKILLS** |
| * Advanced keyboard skills required.
* To be competent in using and ensure the proper use of Trust Equipment.

Ability to support administration provision in the setting requires a degree of manual dexterity.* Inputs financial data into computer databases and spreadsheets, where speed and accuracy are necessary and accessed by external departments.
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| **PHYSICAL EFFORT** |
| * Ability to lift heavy loads ,< 15kg.
* Ability to sit for long periods at a workstation.
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| **MENTAL EFFORT** |
| * Frequent concentration required.
* Predictable work pattern / shift.
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| **EMOTIONAL EFFORT** |
| * Occasional contact with distressed service users.
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| **WORKING CONDITIONS** |
| * Use of VDU equipment.
* Exposure to noise on a daily basis through the nature of the nursery community.
* Possibility of challenging behaviour by service users.
* A willingness to provide reasonable cover for colleagues and operate flexibly.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infectionAs an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Finance & Administration Services Manager |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Paediatric First Aid.6 x GCSE’s Grade 4 or above including English Language and Maths or equivalent qualification or experience.NVQ Level 3 in Administration or equivalent qualification / experience.ECDL or equivalent qualification / experience. | EEE | D |
| **KNOWLEDGE/SKILLS**Excellent organisational skills.Advanced IT skills, including Microsoft Word and Excel and Outlook.Excellent communication skills, including telephone, face to face and written with staff at all levels.Ability to handle enquiries from service users with tact, understanding and confidentiality.Knowledge of Early Years Funding Streams  | EEEEEE | D |
| **EXPERIENCE** Experience of effective administration processes.Experience of working in a customer service role.Experience of working with various software packages and database systems.Experience of working as part of a team.Proven experience of adapting to and implementing new systems and processes.Experience of working in an educational based setting | EEE | DDD |
| **PERSONAL ATTRIBUTES** Able to demonstrate reliability and initiative.Able to work as a team member. To act with integrity and trust.Enthusiastic, motivated and committed to delivering excellent service.Able to use own initiative.Self-motivated and enthusiastic.Adaptable and flexible. | EEEEEEE |  |
| **OTHER REQUIREMENTS** Accountable for own action and able to support effective teamwork.A flexible approach to work.Ability to work as part of a team.Demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | EEEE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y |  | X |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y | X |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  |  |
| Mental Effort  | Y |  |  |  | X |
| Emotional Effort  | Y |  |  |  | X |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | X |  |