

JOB DESCRIPTION

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

JOB PURPOSE
Provide a high-quality, professional reception and administrative service to First Steps Nursery, ensuring that established administrative processes and procedures are followed accurately and efficiently. Create a professional and welcoming reception to our service users, being the first point of contact for our parents, children and visitors. Strictly monitor access to the facilities in line with the Nursery's safeguarding policies and procedures.

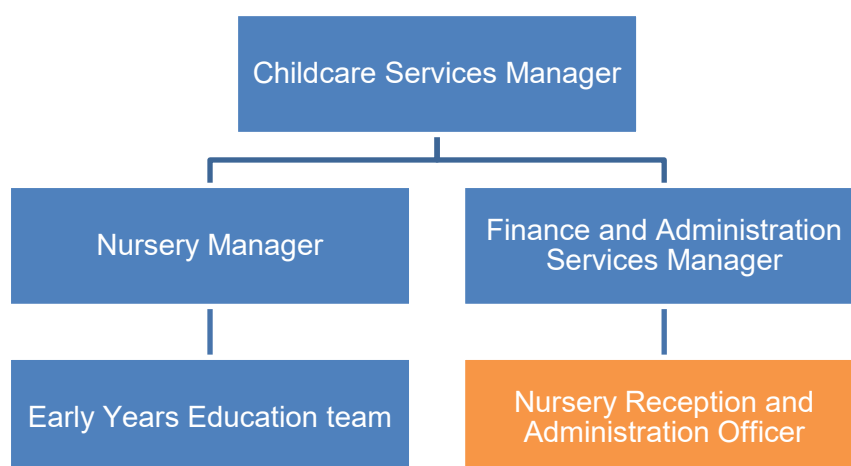
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Provide a professional reception and administrative service, liaising with parents, service users, colleagues and external organisations; responding to enquiries with tact, empathy and confidentiality; maintaining accurate records; and directing or escalating matters appropriately. • Manage departmental financial and administrative processes, including monitoring inbox, processing bookings, investigating and logging child attendance/absences procurement, funding claims, payroll and salary sacrifice administration, invoicing, childcare voucher schemes, Early Years Funding, and the provision of accurate financial information to support operational and regulatory compliance. • 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. • 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. • 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. • Deliver excellent levels of service by regularly assessing, problem solving, evaluating and reporting to the Finance and Administration Services 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. • Ensure the service experience is positive.

KEY WORKING RELATIONSHIPS
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 media

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Facilities Service Manager/s; • Childcare Services Manager; • Nursery Manager; • Deputy Nursery Managers; • Finance and Administration Services Manager; • Early Years Educators (Room Leaders); • Early Years Educators • Nursery Catering Assistants • Estates and Facilities team • Administrators • Service Users • Payroll team • IT team	• Local Council Authorities; • External Childcare Providers; • Childcare voucher company; • Accreditation Agencies; • Parents, guardians, carers and children; • External NHS Organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- Guided by Trust policy and standard operating procedures.
- Deal with routine queries from a multitude of sources and matters relating to the Childcare Services Department.
- Work within Trust policies, standard operating procedures and an agreed delegated framework.
- Organise and prioritise routine workload independently, resolve enquiries within the postholder's knowledge and authority, and seek guidance or escalate matters that fall outside established procedures or their level of responsibility.
- Deal independently with non-routine enquiries, assessing the nature and urgency of issues and determining appropriate action.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive routine information relating to First Steps Nursery.
- Communicate effectively and professionally, both verbally and in writing, with service users, colleagues and external stakeholders, adapting communication appropriately to individual needs and using tact, empathy, courtesy and confidentiality. Build positive working relationships and

share relevant administrative, financial and technical information accurately and promptly to support collaborative working.

- Discusses financial/funding queries with service users and suppliers which can be complex, contentious and/or sensitive, including reasons for delays in payment and other sensitive issues.
- Attend and minute staff meetings, as required.
- 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

ANALYTICAL/JUDGEMENTAL SKILLS

- Assess administrative and financial queries, identify the nature of the issue and take the appropriate action in accordance with established procedures. Resolve routine discrepancies within the postholder's authority and refer more complex or exceptional matters 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.
- Explain established childcare payment, funding and salary-sacrifice options to service users using approved information and guidance, referring complex or individual financial queries to the appropriate manager or external organisation.
- 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.

PLANNING/ORGANISATIONAL SKILLS

- Prioritise own tasks, exercising a degree of independence, initiative and judgement.
- Arrange meetings, finding a suitable venue, equipment, etc.
- Distribute agendas, minutes and other paperwork as directed by the meeting chair or Finance and Administration Services Manager.
- Provide support, under the guidance of the line manager, to ensure monthly and annual financial and salary sacrifice timetables are met.

PATIENT/CLIENT CARE

- Assist patients during incidental contact when on the Trust premises.

POLICY/SERVICE DEVELOPMENT

- Work within established policies, procedures, protocols and guidelines.
- Participate in departmental/team meetings and identify opportunities to improve administrative processes and contribute to implementation of agreed changes.
- Contribute to the achievement and improvement of service/quality standards.
- May be asked to comment on policies and procedures.
- Assist with small projects as required.

FINANCIAL/PHYSICAL RESOURCES

- Monitor and maintain department supplies.
- Order and receipt supplies on the Trust's procurement system, 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.

- Prepare and submit Early Years Funding claims and amendments within prescribed deadlines, following established Local Authority requirements. Collate and verify eligibility and attendance information, liaise with parents and nursery colleagues to resolve routine discrepancies, and escalate exceptions to the Finance and Administration Services Manager.
- Prepare and submit Early Years Funding claims and amendments to the Local Authority within prescribed deadlines, liaising with parents, nursery staff and external stakeholders ensuring all eligible funding is claimed accurately.

HUMAN RESOURCES

- Provide induction, training and ongoing guidance to new administrative staff and Bank staff as required.

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.
- Accurately maintain and update computerised records, databases and electronic systems, including nursery management system, as directed by the Finance and Administration Services Manager. Collate and provide timely service and financial information to the Childcare Services Management Team and Finance Department as required.
- Accurately maintain and update electronic records, spreadsheets, funding databases and nursery management systems. Collate, present and provide timely service and financial information to the Childcare Services Management Team, Finance Department and other relevant stakeholders as required.
- Take and transcribe minutes for Childcare Services Departmental meetings.
- 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.
- Collate, verify and maintain accurate Early Years Funding data, ensuring eligibility information, attendance records and supporting documentation are complete and up to date.

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.
- Participate in user testing of administrative systems, software updates and electronic forms, following an agreed test process and reporting any identified issues to the appropriate manager or IT team.

PHYSICAL SKILLS

- Advanced keyboard skills required for inputting financial data into computer databases and spreadsheets, where speed and accuracy are necessary.
- Ability to support administration provision in the setting requires a degree of manual dexterity.

PHYSICAL EFFORT

- Frequent light physical effort is required when receiving, lifting and moving deliveries and nursery supplies, typically weighing between 2kg and 5kg. Occasional moderate physical effort is required when handling delivered items weighing between 6kg and 10kg.
- The post holder will sit for long periods at a workstation.

MENTAL EFFORT

- Frequent concentration required.
- Predictable work pattern / shift.

EMOTIONAL EFFORT

- Occasional contact with distressed service users.

WORKING CONDITIONS

- Frequent use of VDU equipment.
- Exposure to noise on a daily basis through the nature of the nursery community.
- Occasional exposure to verbal aggression, frustration or challenging interactions from service users.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute 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 infection

As 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 (DSE) if appropriate to role.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Nursery Reception and Administration Officer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
GCSEs or equivalent in English and Maths, or equivalent demonstrable experience	E	
NVQ Level 3 or equivalent qualification in Administration, equivalent demonstrable experience.	E	
Demonstrable competence in the Microsoft Office applications required for the role.	E	
Paediatric First Aid (or willingness to work towards).		D
KNOWLEDGE/SKILLS		
Excellent attention to detail, with the ability to accurately check financial, funding and administrative information	E	
Good numerical skills and the ability to identify discrepancies in routine financial and funding information.	E	
Excellent organisational skills.	E	
Ability to use design software, such as Canva, to produce professional communications, notices and promotional materials.		D
Proficient IT skills, including Microsoft Word and Excel and Outlook.	E	
Excellent communication skills, including telephone, face to face and written with staff at all levels.	E	
Knowledge of Early Years Funding Streams		D
EXPERIENCE		
Experience of effective administration processes.	E	
Previous experience in an administrative role that involved regular telephone, face-to-face or reception contact with service users.	E	
Experience of working in a customer service role.		D
Experience of working with various software packages and database systems.	E	
Experience of working as part of a team.	E	
Proven experience of adapting to and implementing new systems and processes.		D
Experience of working in an educational based setting		D
PERSONAL ATTRIBUTES		
Able to demonstrate reliability and initiative.	E	
Professional, courteous and approachable, with the ability to remain calm when managing competing demands or difficult enquiries.	E	
Enthusiastic, motivated and committed to delivering excellent service.	E	
Adaptable and flexible.	E	
OTHER REQUIREMENTS		
Demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		