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Post:	Nursery Receptionist / Administrator		
Last Version Date:	June 2014		
Version No:	2	Version Effective Date:	July 2015

Position: Nursery Receptionist/Administrator

Hours: As per contract

Salary: Equivalent to National Minimum Wage / National Living Wage for over 25s

Reports to: The Fenchurch Nursery Manager

Base: Fenchurch Nursery

Summary of Purpose

DIGNITY AT WORK:

To show at all times, a personal commitment to treating all customers (children, parents and carers) and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example their age, gender, ethnicity, sexual orientation, disability or religion) and assists in ensuring equal access to serviced and employment opportunities for everyone.

Goodwin Nurseries and Children's Centres aim to improve the health, well being, learning & development of families with young children before and after birth; ensuring children are ready to flourish when they reach school age by working with parents and carers to improve children's life chances.

The post holder will support the Nursery Management Team in the provision of high quality childcare and education within an 89 place nursery setting. The role is an opportunity to increase skills, knowledge and experience of Children's Centre and Nursery work.

The post holder will support the nursery team in the day to day running of the nursery by providing efficient and effective reception and administration support. Working co-operatively and flexibly with other members of the team, you will be professional, supportive and have excellent communication skills.

The post holder will hold a minimum Level 2 relevant Business Admin qualification and will have the commitment to developing their practice through further training and qualifications. They will also hold up to date training in Food Safety level 2, First Aid at Work and Hull's Local Safeguarding Children's Board Level 1 course in Safeguarding Children. The post holder will understand their need for this and will show the commitment to renewing these as necessary.

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This is a unique opportunity to be part of a development programme that is committed to improving outcomes for children and their families through the delivery of high quality childcare and education and integrated services in the Riverside locality and city wide.

Main Duties/Responsibilities

The below principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

Safeguarding Tasks:

- To promote and safeguard the welfare of children and young persons in accordance with the Childcare Act 2004.
- To be fully aware of potential and actual harm to children, understanding how to deal with safeguarding concerns and the appropriate action to take to protect and support children.
- To follow Goodwin Development Trust's policy and procedure for Safeguarding and Child Protection.
- To fully understand the safeguarding and welfare requirements of the EYFS and ensure they are fully met within the nursery.
- To undertake the Local Safeguarding Children's Board (LSCB) training on Safeguarding Children and to ensure this is kept up to date.
- Maintain confidentiality of information obtained regarding children, families and other staff, which is learned as part of the role. This does not include information concerning protection of children and vulnerable adults which must be shared with the Nursery Manager in line with LSCB guidelines.
- To obtain and maintain a Disclosure and Barring Service (DBS) enhanced check through Goodwin Development Trust and to renew this every three years.
- To ensure the health and safety of all children, families, staff, students, volunteers and visitors by adhering to security procedures as well as Goodwin and Nursery policy and procedures.

Nursery Tasks:

- To fully understand the learning and development requirements of the EYFS and ensure they are fully met within the nursery.
- To establish strong, positive relationships with all children and their families.
- To meet and greet all children, parents, carers and visitors, ensuring all visitors sign in and out of the nursery.
- To operate the telephone system and to take, record and forward accurate messages.
- To keep the reception area tidy at all times, and ensure that all notice boards and displays are kept up to date.
- To meet the administrative needs of the nursery.
- To have a working knowledge of Microsoft office
- To have a working knowledge of Estart and the nursery database first steps.
- To update the nursery website as required.

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- To follow nursery and Goodwin financial procedures and to raise purchase orders and sales orders on sage as needed.
- To take payments from parents and carers and to follow nursery banking procedures.
- To monitor and order any stationary and PPE.
- To provide a photocopying and laminating service for the nursery.

- Process incoming and outgoing mail on a daily basis, ensuring mail is distributed to the correct recipient as quickly as possible. Outgoing post to be taken to Goodwin Centre daily for processing.
- To follow agreed strategies and provide clear guidance for children about what is acceptable behaviour.
- To promote the marketing of the nursery through advertising, open days and working with parents, carers and the Children's Centre Team and family Information Service.
- To liaise with parents, carers, Children Centre staff and other agencies including Ofsted and all other bodies directly involved with the welfare and well being of the children and their families.
- To work as a reliable, enthusiastic and professional member of the nursery team across all Goodwin Children's Centre and other Goodwin sites and in the wider community especially when in uniform.
- To work towards, monitor and review relevant policies, procedures and risk assessments.
- Maintain good hygiene standards, both personal and within the nursery in accordance with Godwin Health and Safety Department, Nursery policies and Environmental Health.
- To attend a minimum of 75% of all staff meetings.
- To complete, and renew as needed, all mandatory training to include Food Safety L2, First Aid at Work, 12 hour Paediatric first aid, manual handling and any other training deemed relevant to the role.
- To attend training relevant to the role and to disseminate this to the rest of the team through taking the lead on staff meetings.
- To contribute to the Early Years Self Evaluation Form, accurately identifying areas of strength and weakness for the nursery and how to move forward.
- To contribute to the local authority quality assurance scheme.
- To identify own strengths and areas of development and to actively seek appropriate support for this.
- To undertake any other tasks which are relevant to the position.

General

The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.

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The post holder must be flexible to ensure the operational needs of GDT and partnership organisations are met. This includes undertaking duties of a similar nature and responsibility as and when required.

GDT is committed to safeguarding and promoting the welfare of every child, vulnerable adult and service user and expects all staff and volunteers to share this commitment and participate in training as required. The post holder shall comply with measures that are introduced to ensure equality of opportunity and non-discrimination and will be expected to promote and follow all current Goodwin Development Trust policies and procedures.

It is GDT's policy that all staff, volunteers and trustees undergo a Criminal Record Bureau (CRB) check prior to recruitment and every 3 years thereafter.

The Health & Safety at Work Act (1974) and other legislation places responsibilities for Health & Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health and Welfare of him/herself and other employees in accordance with legislation and GDT specific Health & Safety policies and procedures. It is the responsibility of the individual to inform the Health & Safety Department and their line manager (In Strictest Confidence) of any health related issues which could affect their work duties and require measures to be implemented to ensure the post holder can carry out their duties safely.

Where the post holder is disabled every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If however, a certain task proves to be achievable then job redesign will be given full consideration.

It is the responsibility of the individual to inform the Health & Safety Department (In Strictest Confidence) of their medical history and any changes which could affect their work duties.

Person Specification

<p>Technical Competencies (Experience and Knowledge)</p> <p>(Please also include here qualifications required to carry out the role)</p>	<p>Essential (E) or Desirable (D)</p>
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T1	<u>Qualifications & Training:</u> Minimum Level 2 (CACHE, BTEC, NVQ or equivalent) Business Admin Willingness to achieve further qualifications Safeguarding training L1 – A Shared Responsibility First Aid at Work Food Safety Level 2 Further safeguarding training 12 hour Paediatric First Aid	E E E E D D D
T2	<u>Experience:</u> Experience in administrative/reception role Experience working within an Early Years Setting Experience of working with parents, carers, students and volunteers Working towards all policies and procedures Working knowledge of Ofsted regulations and requirements and Ofsted inspections Experience of reflective practice	E D D E D D
T3	<u>Skills:</u> Excellent Microsoft Office Skills Be able to work as part of a team Able to work independently under the direction of a the Management Team	E E E
	Excellent people skills, communication, administrative and organizational skills	E
T4	<u>Knowledge:</u> Knowledge and commitment to safeguarding and promoting the welfare of children and young people and vulnerable adults Knowledge and understanding of Sure Start and Children’s Centres Knowledge of Equal Opportunities Knowledge of sage and financial procedures including taking payments and banking Knowledge of Estart and other databases	E D D D D
T5	<u>Interpersonal & Communication Skills:</u> Ability to form and maintain appropriate relationships and personal boundaries with children and young people and vulnerable adults Ability to communicate verbally and in writing with parents/carers, volunteers, professionals and other agencies	E E

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T6	Post subject to an enhanced DBS clearance Able to work shift patterns between 7.30am and 6pm on a regular basis Able to work weekends and evenings occasionally Ability to travel between sites during a normal working day	E E E E

Mandatory Training Relevant to the Role (Training will be provided)

Training	Essential	Desirable	N/A
Administration & Management of Medicines			
Breastfeeding Awareness (1 hour or 18 hour)	X (1 HR)		
Case Management Training (RBL)			
Conflict Management (Managing Aggression & Violence)			
Customer Services Training			
Data Protection and Information Sharing	X		
Domestic Violence Awareness			
Domestic Violence Routine Enquiry			
Drugs & Alcohol Awareness			
Equality & Diversity Awareness			
Estart Training	X		
Explore the Impact of Child Sexual Abuse			
Explore the Impact of Neglect			
Family Star Training			
Fire Safety Awareness / Fire Marshal Training	X		
First Aid at Work (3 days)	X		
First Aid at Work – Emergency (1 day)			
First Aid - Paediatric	X		

Food Hygiene Level 2	X		
Health & Safety Awareness	X		
Health & Safety at Work Level 2			
Health & Safety at Work Level 3			
Health & Safety COSHH			
Health & Safety IOSH Directing Safely			
Health & Safety IOSH Managing Safety			

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Henry Training			
Induction to Care			
Infection Control			
Internal Verifier			
ITQ Level 1 (IT Qualification)			
ITQ Level 2 (IT Qualification)			
Manual Handling	X		
Moving and Handling (Danny's Dream)			
Medication Awareness	X		
Mental Capacity Act			
Mental Health First Aid			
Performance Review Training			
Reviewer Training			
Risk Assessment Training			
Safeguarding Adults	X		
Safeguarding Children Level 1	X		
Safeguarding Children Level 2			
Safeguarding Co-ordinator NSPCC			
Safer Recruiting			
Step Stools			
Supervision Training			
Systematic Practice			
Threshold Training			
Train the Trainer			
Working with Parents			

Department Structure



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Deputy Manager



Nursery Receptionist / Administrator

Review Arrangements:

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the job description will be revised from time to time and GDT will consult with the post holder at the appropriate time.

Version No:		Version Effective Date:	
Name employee:			
Signature:		Date:	
HR Department:			
Signature:		Date:	