



Role Title: Administrator

Department: Childcare

About the role

Welcome to childcare with a difference, set up specifically to nurture the next generation of kind, considerate children. The right candidate will be passionate in playing their part to help us achieve that mission. In return we provide a happy and fun-loving environment that means both children and colleagues can fulfil their potential. If you're passionate and enthusiastic about everything from messy play to dressing up, please keep reading.

Are you calm and conscientious with a sense of fun and a big heart? We're looking for an experienced administrator who's happy to roll up their sleeves and help us run our nursery smoothly and efficiently.

- As Administrator you will provide administrative support for the day to day running of Nursery and the wider Childcare Group and provide a first-class family and member customer service both internally and externally.
- Occasionally situations may arise that require you to perform other duties or tasks as may be reasonably requested by the Society.

What you'll be doing

Helping Co-op and the wider community

- Provide administrative support to the whole of The Childcare Group
- Ensure all calls are answered promptly and accurately, messages taken, and enquiries dealt with accordingly.
- Ensure the office area is kept clean and tidy at all times
- Deal with customer correspondence e.g. emails, letters, and phone calls
- Deal with confidential and sensitive information in an appropriate manner
- Accurately record data ensuring successful conversion of enquiries into new customers
- Take reasonable care for the health and safety of themselves and of others who may be affected by your acts or omissions at work
- Work within the terms of your contract of employment and adhere to Society policies and procedures

Helping children

- Swiftly address any child protection concerns and ensure they are acted upon immediately and appropriately through early identification, reporting to the designated safeguarding officer

Helping families

- Be responsible for providing outstanding customer service through verbal and non-verbal interactions with our customer and membership base
- Be pleasant polite and always professional whether face to face or via telephone

Helping colleagues



- Ensure all post received is issued to the correct person and outgoing post is posted daily.
- Maintain appropriate stationary stock levels for The Childcare Group and replenish as required
- Maintain effective and up to date customer contact records.

Helping yourself

- Continue to develop your knowledge of the childcare industry.

What you need:

- Evidence of Right to Work in the UK
- A clear enhanced DBS
- Requirement to join the DBS update service
- Relevant safeguarding/child protection training undertaken and a willingness to update training regularly
- A sound knowledge of COSHH requirements, or willing to learn
- Preferably have experience of cleaning
- An understanding or experience of working with Health and Safety

Characteristics we're looking for:

- Good organisational skill
- Excellent knowledge of IT systems and Microsoft programs
- Conscientious
- Excellent customer service skills
- Calm and Patient
- Approachable
- Flexible
- Be able to communicate well with team members and families
- High levels of productivity and efficiency.
- Take personal responsibility for outputs and accuracy levels.