

Employers For Childcare

Job Description

Job Title:	Administrator
Reports to:	Head of Business Operations
Contract type:	Permanent
Contracted hours:	37.5 hours per week
Remuneration:	£30,296-£33,945 depending on experience

Main Purpose

We are looking for a highly organised and proactive Administrator to provide essential administrative and operational support across the organisation. The successful candidate will manage our online booking systems, deal with incoming correspondence, respond to queries politely and promptly and provide admin and IT support across the organisation, including for High Rise, ensuring smooth daily operations. This role is ideal for someone with excellent multitasking skills, attention to detail, and the ability to manage administrative functions efficiently.

Specific Duties

- Be responsible for implementing an efficient administration function across the organisation managing all day-to-day operational matters.
- Manage and maintain the High Rise booking and CRM systems, ensuring they are up-to-date and run efficiently.
- Deal with customer enquiries, complaints and emergencies as required in a calm and professional manner and escalate as required.
- Ensure High Rise is a safe and welcoming environment for all and complies with all relevant Health and Safety legislation, Child Protection and Vulnerable Adults guidelines and best practice.
- Ensure CCTV footage of accidents and incidents is properly downloaded and saved in line with both company procedures and relevant Data Protection legislation.
- Comply with the organisation's Security & Confidentiality policy, ensuring the highest levels of information security, data protection and confidentiality.
- Undertake any other reasonable duties appropriate to the achievement of the organisation's aims and objectives.

This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.

Person Specification

Factor	Essential Criteria
Qualifications and Experience	<p>A Bachelor's degree in business administration or equivalent in a relevant field plus a minimum of 2 years previous experience managing an administrative function within a similar role in an office based environment.</p> <p>Or</p> <p>A good standard of education to include GCSE English and Maths grade C or above (or equivalent) plus a minimum of 5 years work based experience as above where the applicant doesn't have the qualifications.</p> <p>Strong IT skills with previous experience using content management or customer relationship management systems eg SharePoint</p> <p>Proficient in using Microsoft Office Suite (Word, Excel, Outlook, PowerPoint etc)</p>
Skills and Aptitude	<ul style="list-style-type: none"> ▪ Excellent communication skills both written and verbal ▪ Excellent organisational skills, including ability to multitask, prioritise workload and work to strict deadlines. ▪ Ability to exercise the utmost discretion and understand the need for confidentiality ▪ Ability to work with minimum supervision and on own initiative.
Knowledge and Understanding	<ul style="list-style-type: none"> ▪ Knowledge and understanding of High Rise.
Special Circumstances (e.g. shift work car owner)	<ul style="list-style-type: none"> ▪ Normal working hours are 9am – 5pm Monday to Friday, however occasional weekend work may be required with notice. ▪ Full driving licence and access to a car with business insurance for work purposes. ▪ Must be eligible to work to work in the UK. ▪ Must be available to attend an interview in person. ▪ This post is subject to a basic criminal record disclosure check. This will be applied for through AccessNI.