**ROLE DESCRIPTION**

**ROLE TITLE:** Administrative Assistant

**REPORTING TO:** Family Centre Operations Manager

**LOCATION:** Stanwell Family Centre

**HOURS:** 0 – 7 hours per week (Mondays 9:00 – 12:00 (Term time and school holidays) and/or

Thursdays 9:00 – 13:00 Term time only)

**SALARY:** £0 as this is a voluntary position

**CLOSING DATE:**  **INTERVIEW DATE:**

**Surrey Care Trust** is a local charity that helps people to improve their skills for life, work and learning through counselling, education, mentoring and volunteering. Our programmes support disadvantaged families in improving their chances in life. Through our programmes we are enabling people throughout Surrey to overcome the disadvantage of low skills, poor educational achievement, limited opportunities and tough financial circumstances.

**Our Vision**

Surrey to be a place where vulnerable and excluded families are given the opportunity, skills and support to achieve their potential and make a positive contribution.

**Our Mission**

To tackle disadvantage, social exclusion and hardship in local communities. To reach out to families to equip them with the skills to improve their economic situation, to reduce social isolation and break the cycle of deprivation.

**Stanwell Family Centre (previously Stanwell Children’s Centre)**

The multi-agency approach of Family Centres is at the heart of Surrey County Councils Effective Family Resilience and Early Help Strategy. Family Centres play a central role in providing Early Help, in improving outcomes for all young children, and in reducing inequalities in outcomes between the most disadvantaged children and the rest.

Family Centres will provide access to high quality Early Help and targeted services, health, family support and employment related services. All services developed ensuring that the needs of children are paramount.

Each Family Centre is intended to become the first port of call for families in need or requiring additional support with the challenges that parents face every day bringing up their children.

**Overall purpose of the role**

To assist Stanwell Family Centre to create a welcoming environment, offering a range of services to families.

**Duties and Responsibilities**

* To greet and assist centre users
* To ensure visitors sign in and out
* Preparing rooms for use
* To facilitate use of the sensory room, preparing equipment for use, cleaning equipment after use.
* Maintaining the reception area
* Assisting with Toy Library operations, such as promoting the library, processing returned items and loan requests.
* Assisting with office based tasks such as filing, photocopying, answering phones and preparing paperwork.

• Assisting with the Information, Advice and Guidance Catalogue

• Assisting with maintaining the Family Centre resources

• Assisting with daily health and safety checks

This role offers opportunity for training and work experience.

**Working conditions for this role:**

* Manual handling of resources up to 5kg regularly
* Working with children aged 0-11 years, their families and professionals
* Adherence to relevant Family Centre Policy and Procedures is essential.

**Person Specification**

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| **Essential** | **Desirable** |
| Reliability | Prior administrative experience |
| Ability to communicate clearly orally and in writing. | Ability to speak languages in addition to English |
| Ability to apply relevant safeguarding and health & safety policies and procedures | Attention to detail. |
| Willingness to complete training in Safeguarding Children, First Aid, Equality and Diversity | Good level of education with good literacy and numeracy skills |
| Good listening skills. | Vision, enthusiasm, good self-presentation, determination, dedication and a sense of humour |
| Enthusiastic, friendly, caring and non judgemental. | Desire to be proactive and create a positive experience for others. |
| Ability to use own initiative but also be part of a team. | Commitment to continuous training and development |
| Commitment to the service | Understanding of equality and diversity. |

An enhanced DBS is required for this role.

**For an initial discussion about this role please contact the Family Centre on**

**01784 241407**

**To submit an application please complete an application form and send it to** [**recruitment@surreycaretrust.org.uk**](mailto:recruitment@surreycaretrust.org.uk)