



Job Description

Nursery Office Administrator (Part time)

Purpose of the post

The Nursery Office Administrator will provide administrative support to a small but busy nursery office having a wide range of duties including; liaising with clients, maintaining personal records, updating documents, entering data, answering and filtering telephone communications, sending emails and collecting post.

This role will support:

- parents and children by responding to queries, ensuring records are accurate and updated as necessary and maintaining filing systems so information can be easily accessed, ensuring confidentiality at all times
- new clients by providing new starter documentation, recording completed information accurately and responding to information requests
- practitioners by generating children's records for them to complete, be involved in the typing of such records for sharing with other professionals, and in helping to find information to support their childcare activities
- the nursery business by supporting senior staff with invoicing, recording payments received, maintaining the policy review schedule and compiling end of year documentation in line with GDPR retention guidelines

The Nursery Office Administrator will be responsible to the Senior Nursery Nurse, Deputy Manager and ultimately the Nursery Manager. This is a key role in supporting the needs of clients and their involvement in the nursery and in promoting and developing a welcoming atmosphere for all children, staff, parents and visitors.

Safeguarding training will be provided.

Working Hours

This is a part time role of 15-18 hours a week, 52 weeks of the year. Hours to be agreed.

Some flexibility will be required to attend and record meetings outside of usual working hours on occasion.

Qualifications

- Must have GCSE (or equivalent) in English and Maths grade C or above
- Must have experience of working with Microsoft Office - Word and Excel
- Must have a clear DBS (Disclosure & Barring Service) for this post. (A DBS check will be undertaken prior to appointment)

Experience

Must have a minimum of 3 years working experience of a similar role

Key Skills

Essential

- Have excellent communication skills in both written and spoken format and be able to communicate effectively and sensitively at all levels.
- Create and present data in accurate formats for both internal and external use. To include correspondence to clients, support agencies, personnel, committee and directors.
- Must be able to input data into spreadsheets and summarise findings for action by senior staff.
- Promote, respect and reinforce confidentiality in all areas of work, having high regard for their position which will bring them into contact with personal information.
- Self motivated, with good time management skills with the ability to prioritise workload.
- Provide excellent customer care via telephone and face to face interaction, giving support to clients as required.
- Maintain confidentiality across the work place and have knowledge of the Data Protection Act and Sharing of Information guidance.
- Record accurately any cash, bank and tax free payments, issuing receipts where necessary and ensuring all records are up to date.
- Be able to work in a team with other professionals and students.
- Maintain records in accordance with nursery policy, to include meeting minutes, policy updates, contact details and distribution lists. Provide safe storage for paper and electronic documents.
- Be committed to developing a nursery environment reflecting the Equality, Diversity and Inclusion Policy.
- You will be expected to work within the remit of the Early Years Foundation Stage Statutory Guidance. Training will be provided.
- Suitable references and clearance will be necessary for this employment.

Desirable

- Have a relevant and current First Aid Certificate.
- Have a good understanding of Health and Safety practices.
- Have experience of invoicing and/or maintaining financial information.

Key Contacts

Internal

Nursery Manager, Deputy Nursery Manager, Senior Nursery Nurses (Unit Leads), Nursery Management Committee, colleagues, clients.

External

Training providers, learning mentors

Additional information

Interaction with parents/clients

- Be friendly, welcoming and professional in all communications with clients, children and visitors.
- Present data in the appropriate formats as requested, know when to pass questions on to others in the team.

Interaction with staff

- Provide labelling for displays as requested by practitioners.
- Participate in team meetings and develop a team environment.
- Record meeting minutes as requested and present these for circulation to the relevant parties.
- Follow policies and procedures with regard to records, administration and stock control.
- Promote, respect and reinforce confidentiality in all areas of work
- Any other duties that may be relevant to the post required by the Nursery Manager, Committee or senior team.

Example Duties

Daily

Answer the telephone, filter and log calls.

Collect post in the absence of the nursery manager.

Read communication book and seek clarification as required on requests and information.

Open and sort email inboxes, respond to enquiries and forward relevant emails to the senior team for action.

Update the electronic register in the absence of the deputy manager.

When necessary, open the door to parents and children arriving and departing.

Take Holiday Club bookings for existing and new clients, ensuring all bookings are recorded accurately and completed paperwork is scanned and filed as necessary.

Weekly

Enter the data of new families to email distribution, blue box, children's files, barrier access and FirstSteps.

Scan and save documents as required and send copy invoices to Receipt Bank.

Reconciling payments received to assist with invoicing of fees and chasing of arrears.

Update the register and summaries absences for the past month.

Update the nursery website regularly with menu information, newsletters, events, staffing and policies.

Monthly/Termly

Provide blank records and planning sheets for practitioners

Update policies in review. Instigate and circulate policies, collating feedback and reissuing for reading, implementation and signing. Update the website accordingly.

Type up 2 year old checks and other documents as requested by SENCO

Enter payment details from bank statement and provide a summary of outstanding payments.

Issue arrears letters as requested

Issue late collection letters as requested.

Compile invoices for parents' fees in partnership with senior staff

Maintain stationery stock across the nursery (ink, paper, envelopes, laminating pouches, etc.

Update inventory entries three times per year from room updates.

Update the nursery website with news and information, staff changes and any other relevant information.

Reconcile expenditure and invoices on Xero and send receipts to Receipt Bank electronically.
Scan and create electronic archives for registers and accident forms.
Issue invitations to and co-ordinate parent consultations for all rooms.

Annually

Assist in boxing up finances for audit.

Assist in the clearing of the nursery office of paperwork, following the cycle of store, scan, save, shred.

Renew raffle licence.

Adhoc

Support the recruitment of staff under the direction of the Nursery Manager to include:- responding to enquiries, posting application packs, requesting references, interview invites.
Set up files for new staff.

Create labels and information for staff photo board, committee and board of directors.

Maintain the noticeboards – information, insurance, events, fundraising, policies and procedures.

Welcome visitors and potential clients.