

FOREST OF DEAN AND GLOUCESTER CITY TARGETED FAMILY SUPPORT SERVICE

Additional Information

Administrators/Front of House are at the heart and soul of our Centres, they can multi-task, keeping the centre running, whilst welcoming visitors and supporting the family support workers to work with families across Gloucester City and the Forest of Dean. You will have received a generic job description and person specification used throughout Barnardo's, for your information.

We are looking for a flexible, driven, and proactive individual, for this post, the duties of which are many and varied. You are expected to have the capability to travel around all centres in both the Forest of Dean and Gloucester City, although your nominal base would be within the Forest of Dean.

The role:

- Provide a welcoming and inclusive front of house service (reception) for everyone visiting or contacting our centres.
- Provide up to date and relevant signposting and information for families needing support.
- Working across all our centres, to enable the team to be connected, gaining a good view across the service, how each centre works and ensuring cooperation and collaboration with all.
- To be part of a wider admin team providing both internal and external communication, including social media (Facebook and Instagram), website updating and publicity.
- Helping ensure the safety of all visitors, staff, and contractors, by ensuring all safeguarding and health and safety procedures are followed. Coordinating any maintenance and repairs needed, using our commissioner's online platform (training will be given). Open and/or close the centre each day, ensuring the site is secure when unoccupied.
- Complete diary and room booking requests from external partners and agencies. Keep an accurate record of families and professionals using our centres and services, to enable the Business Manager to report to our commissioners with accurate data.
- To assist the Partnership Administrators with the placing of orders, completing stock inventories, and receiving delivery of goods, in a timely and cost-effective manner. Re-distributing across the centres as required.
- To be part of a wider admin team providing consistent administrative support to the service, including data handling and case admin support for family support workers. This also includes collection all feedback from service users and professionals.
- To be an active member of the team, working together to ensure the smooth and professional running of the service. To be able to interact professionally, sensitively and with thought, with all stake holders – Children, parents, carers, professionals (Health Care, Social Care, Local and wider Charities), Senior Team Members, Centre Team Members, visiting organisations (Private, independent, and voluntary), our commissioners (Local government), Tradespersons and any other visitors to our sites.

Are you able to:

- ✓ Be confident and proficient in using a range of IT systems including Outlook, Excel, Word, website updating and social media platforms and comfortable in learning software specific to our service.
- ✓ Be able to be flexible both in location and the variety of responsibilities and people encountered. To provide help and support to all centres, and the capability to travel around those centres in both the Forest of Dean and Gloucester City.
- ✓ Have a good understanding of professional boundaries and always maintain these.
- ✓ Be able to handle sensitive information in a confidential manner.
- ✓ Demonstrate a good work ethic, including timekeeping, attendance, and a genuine commitment to the role.
- ✓ Understand the importance of health and safety and safeguarding and a commitment to maintain these.
- ✓ Be able to apply sensitive listening skills and provide a calm influence, particularly when people may become agitated, angry, or upset.
- ✓ Demonstrate an inclusive attitude in line with Barnardo's basis and values – in particular, respecting the unique worth of every person.
- ✓ To be willing to undertake continuing professional development appropriate to the role.

What can you expect from us?

- Competitive rate of pay, 26 days Annual Leave and bank holidays.
- Travel expenses covered between locations at 45p per mile.
- Flexible opportunities, career progression, Continual training, and development.
- Microsoft 365 laptop and Smartphone.
- Supervision by an allocated Barnardo's Service Manager.
- A workplace that believes in creating equality of opportunity for all, celebrating each unique persons worth and the diverse needs of our families/workforce.
- We provide centre's that are safe for all, non-judgemental, honest and open.
- A variety of benefits for Barnardo's employees, including an Employee Assistance Programme, money off a variety of goods and services (including UK holidays), and much more.

At Barnardo's we are invested in your future.