**Royal Docks Learning & Activity Centre (RDLAC)**

Job Description

**Title of Job** After School Club Administrator

**Person Accountable to** Centre Director

**Working Hours** 2.30pm – 5.30pm Monday to Friday (during term time)

**Pay** £10.75 - £11.50 per hour (depending on experience)

**Annual Leave Allowance** 25 days/Pro Rata

**Primary Purpose of Job**

* To promote good practice throughout all aspects of the Centre’s Policies and Procedures, taking a lead in Health & Safety for the premises, users and staff
* To supervise the reception area, phones and emails
* To ensure confidentiality and the safety of children and parents with secure and organised document filing

**Equal Opportunities**

The Centre has a strong commitment to achieving equality of opportunity in both the service it provides to the community and the employment of people, and expects all employees to understand and promote its policies in their work.

**Customer Care**

The Centre recognises the trust placed in the organisation by the users of the Centre. Accordingly, we expect the highest standards of care, professionalism and attention to detail and responsibly from all of our staff at all times.

**Main duties and responsibilities**

Key Duties

* To act as a personal assistance to the After School Club Manager
* Manage and maintain online registration forms
* Manage and maintain client details and ensure communication with relevant team members
* Circulation of meeting agendas and to take minutes during meetings
* Arranging meetings
* Taking/typing minutes
* Preparing reports
* Sending agendas, minutes and relevant reports to the Board of Trustees
* Collating information as required and maintaining it in an accessible format
* Maintaining the rules of confidentiality in accordance with Centre’s regulations

Administrative Duties

* Supervise and manage reception including incoming and outgoing calls
* Manage the attendance sheet/ and registers and print weekly
* Prepare and update daily checklists
* Manage registration forms of children for the After School Club and Holiday Schemes
* Manage booking forms for the Holiday Scheme
* Manage the school pick up lists and print weekly
* Record return time for pick up, check information is correct and the number of children   
  reflect the number picked up
* Record messages from parents/ carers accurately and relay to relevant team members
* Extract medical and allergy information from children’s registration and ensure ASC manager and kitchen staff are aware of relevant information and documents
* Manage changes to registration/ pick up and children’s folders
* Handle leaving and pause to the service with parents and manager
* Advertise the After School Club and Holiday Scheme as and when required
* Manage publicity flyers for the After School Club and Holiday Scheme
* Manage relationships with local primary schools
* Manage diary of school closing dates and parents evenings
* Publicise service in schools and other places of interest
* Record changes to pick up in the ASC book and reflect changes on the pick up list
* Take minutes at weekly meetings
* Take minutes at the end of session meetings
* Process DBS applications for volunteers and staff
* Update parents & carers as and when required
* Maintain a very easy to access contact details folder for internal use as well as a portable version for external use.
* To act as a personal assistant to the ASC Manager
* Maintain Ofsted folder and ensure all relevant paperwork is up to date

Supporting Duties When needed

* Create and manage online forms using Google Forms via G-Suite
* Hold regular fire drills and record outcomes
* Assist with reviewing policies with line managers
* Collate information from registration and ensure all documents reflect the most up to date information
* Prepare reports and proofread and make changes to ASC reports
* Assisting with the induction of ASC volunteers and staff
* Help advertise other one off events and activities
* Undertake ad hoc tasks

Letting Duties

* Prepare and maintain risk assessments & room checklists
* To liaise with statutory, voluntary sectors and private hirers to ensure income targets are met by an increase in the number of hirers.
* To ensure disadvantaged and marginalised groups have fair access to centre resources for hire
* To supervise lettings staff.
* To prepare monthly and one-off hiring timesheet to letting staff
* To prepare and attend regular one to one supervision meetings with the Centre Director
* To deal with complaints from any hirers.
* To keep an accurate hall and room hire record
* To provide detailed hiring information either one-off or monthly to the finance officer for invoicing purpose
* To update all relevant hall/room hire forms and information
* To promote the Centre’s hiring facilities, e.g. article to local magazine
* To ensure that hiring facilities & equipment (chairs, tables, projector, etc) are in good condition and working order.

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**Person Specification**

**Job title: ASC Administrator/ Letting Officer**

The administrator will work closely with the Centre Director, to enable all staff to become more effective and efficient in their roles, by providing key administrative support.

**Essential Requirements:**

* Experience or Qualification in office skills and administrative duties.
* Excellent secretarial and typing skills including using Word/Office, e-mails and online resources.
* Ability to respond effectively to a wide range of diverse and demanding situations.
* Excellent organizational skills and ability to work on own initiative, manage time effectively.
* Ability to network with a wide range of individuals and groups, appreciating diversity of age, ethnicity, life experiences, faiths and special needs.
* Excellent written and verbal communication skills
* Excellent IT skills, particularly in Microsoft Word, Microsoft Excel & Publisher
* Good understanding of Health & Safety in the workplace

**Additional Useful Requirements:**

* Minimum two years work experience in voluntary and community sector
* Experience of working in a Playwork/ Asc/ Children’s setting
* Knowledge of how to use GSuite applications