

Children's Services Administrator

Job Description

Job Title	Children's Services Administrator
Overall Purpose of the Job:	To perform the day-to-day administration duties involved in running the Services Areas and act as support to the work of the Family Resource Centre.

Background:

Northside Family Resource Centre, since its establishment in 1987, has sought to respond to the needs of the local community by providing opportunities to local people to support each other and search for ways to improve the quality of life in the area.

The successful candidate will be employed by Northside Family Resource Centre and will report to the Head of Early Years Services and ultimately to the Voluntary Board of Management through the CEO.

The role of the **Children's Services Administrator** is to support the day to day running of 2 Early Years Services and an Afterschool Service. He/she will be responsible for the regulatory and funding requirements laid down by the Department of Department of Children, Equality, Disability, Integration and Youth.

The post holder will be expected to:

- Adhere to the Child Protection Policy of NFRC and ensure any concerns are acted upon immediately and appropriately.
- Keep strictly confidential any personal information relating to the children, their families or members of staff learnt as part of the job.

National Childcare Scheme (NCS)

- Register children for NCS and ECCE hours & assist parents in completing activation of programme registration.
- Manage the CHICK (Childcare Identifier Code Key) process for 280 children.
- Complete all administrative actions relating to the National Childcare Scheme.
- Prepare parental contracts and file accordingly. Update as required.

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- Maintain and monitor registrations and report subsidy changes to Finance Services.
- Process NCS returns weekly.
- Provide updates to Managers regarding updates including leavers/starters and other important NCS announcements.
- Attend all required and/or relevant NCS training.
- Process parental fees and invoices and link with parents re same.

Pobal Community Childcare Subvention/Free Preschool Year Programme (CCSP/ECCE)

- Register children for CCSP and ECCE hours.
- Complete all parental contracts and file accordingly. Update as required throughout the duration of attendance.
- Maintain registrations re hours as required during portal opening windows.
- Provide updates to Managers regarding update/leavers/starters and other important CCSP announcements.
- Attend all required and/or relevant training.
- Process parental fee invoices and link with parents re same.

Administration

- Prepare letters for parents and service users.
- Deal with enquiries and maintain a record of same.
- Greet parents and service users positively and problem solve queries with members of the public.
- Maintain all records and files.
- Provide administrative support to the Management Team.
- Manage workload effectively.
- Maintain, update and retrieving data held on the company's computer systems
- Support management with regulatory paperwork.
- Other ad hoc administration duties: emails, photocopying, scanning etc
- Support the overall administration of the Centre.

Health and Safety

- Maintain a log of incidents and report any new incidents to HR and Regulatory Manager.
- Ensure all paperwork is maintained and up to date.

Human Resources

- Assist the HR and Regulatory Manager during the recruitment and screening process.
- Coordinate meetings and proofread documents.
- Provide administrative support on HR projects as required.
- Document processes and best practices.
- Data retention and deletion projects in line with GDPR.
- Supporting colleagues with relevant access to self-service systems and troubleshooting/navigation as required.
- providing regular communication and feedback to manager to enable continuous improvement.

General

- To ensure administrative deadlines are met.
- Support any other service area as assigned.
- Participate fully as a team member.
- Perform any other duties that may be deemed necessary by the Voluntary Board of Directors and CEO from time to time.

Other Relevant Information

Location of Employment: Northside Family Resource Centre operates across a multiple sites on the Northside of Limerick City. The Administrator will be based across sites. Primary Location: Northside Family Resource Centre CLG, Clonconnane Road, Ballynanty, Limerick. Secondary location: 'Riverside Early Childhood Centre, St Ita's Street, Kings Island, Limerick.

Hours of Work

- The post will be full-time – 39 hours per week
- The hours of work will be between 08:00 – 18:00 Monday to Friday unless otherwise agreed by the CEO. The Children's Services Administrator will be expected to be flexible about evening and weekend work for which overtime will not be paid but time-off-in-lieu will be granted.
- The contract will be permanent upon successful completion of probationary period.

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- A 10-month probation period will apply.

Accountability

The Administrator will report directly to the Head of HR & Regulation with responsibility to the CEO and to the Voluntary Board of Directors.

Confidentiality

The Administrator will always observe confidentiality in relation to Centre business.

Salary

The salary will be commensurate with qualifications and experience and will not be less than €28,400 per annum pro rata.

Pension

The Company will make a provision for pension, at the rate of double your contribution and subject to a maximum of 5% of the gross salary, subject to continued availability of funds.

Holidays

You are entitled to twenty-five days annual leave and 2 Company Privilege Days (pro-rata for part-time positions).

Travel Expenses

Travel expenses will be paid, and subsistence will be paid on production of receipts.

Garda Vetting

The position is subject to the completion of a satisfactory Garda Vetting process.

Person Specification

Job Title:	Children's Services Administrator	
Name of Employer:	Northside Family Resource Centre CLG	
	This Person Specification is a description of the skills, knowledge and experience required for the position Administrator for Northside Family Resource Centre	
Essential		Desirable
<ul style="list-style-type: none"> • Relevant training/qualification in Administration. • Experience of working in a public facing role • Secretarial skills • Organisational skills • Proficiency in Computer skills with experience in different programmes • Experience and skills of financial record keeping • An ability to communicate effectively • An ability to work on your own initiative and as part of a team 		<ul style="list-style-type: none"> • Third level qualification in administration or related area. • Experience of working in the Community and Voluntary Sector • Experience of Cash handling • Experience of using SAGE 50 or similar systems • Experience of health and safety requirements. • Experience in providing HR support.

It is not essential for candidates to have experience in the Funding Schemes specific to the sector. External and on the job training will be provided.