

Administrative Officer

Position Ref: 190069

As part of LSU's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Department summary

Loughborough Campus Nursery provides a 102 place Nursery for children 0-5 years for students, University staff and the local community. The Nursery is owned and managed by Loughborough Students' Union who are committed to the Nursery as a valuable asset which drives the UK's Best Student experience. The Nursery has been providing children a safe place for development, learning and play for over 35 years.

Job Description

Job Grade:

LSU Scale 3

Job Purpose

To support LSU's Campus Nursery Team in delivering an effective, efficient administrative service to a range of stakeholders, as well as providing exceptional front-line customer service.

Job Duties

General Administration

- Perform Receptionist duties throughout the day, acting as first point of contact for receiving children, parents and visitors as well as telephone enquiries;
- To offer a helpful, friendly, approachable and professional service at all times and take appropriate action using own initiative;
- To book and conduct introduction tours and suitably record enquiries for follow up, adhering to data protection policies;
- To allocate and offer nursery places in conjunction with the SLT and initiate allocation meetings;
- To ensure places are offered in a timely manner;
- To book induction visits, issue contracts and any subsequent amendments to parents/guardians;
- To liaise with the Transition Lead regarding room starters, leavers and transitions;
- To ensure security is followed in line with the agreed policy & procedure and to issue ID cards on Net2Access control in line with LSU procedures;
- To be responsible for signing visitors in and out, and receiving deliveries;
- To manage the nursery email account including enquiries and sending out information to prospective customers;
- To provide weekly meal numbers, allergy and dietary requirements to the catering contractors to an agreed time frame, and to amend menu information as required;
- To process milk claims and submit as required;
- Provide photocopying, scanning, filing and other general office duties;
- To undertake ordering and stock control of general stationery and resources (such as printer ink etc.);
- To provide general computer advice and support and to use Microsoft Office 365 applications;
- Liaise and work collaboratively with the LSU Administrative Operations and Finance teams;

Information Management

- To maintain the nursery information management system (First Steps) with accurate records for starters, leavers, health records etc., including managing updates and rolling out new functionality;
- To provide accurate data to senior management on new starters, room transitions, occupancy for planning and management functions;
- To monitor occupancy and raise concerns or issues in a timely manner;
- To maintain an accurate and current DBS register, and to apply for DBS certificates for employee onboarding, acting as signatory for DBS;
- To maintain the casual staff database (Staff Savvy) including data entry of staff records, annual leave, absence, personal records and shifts;
- To submit payroll claims as and when needed;
- To oversee electronic registration of staff and children and to oversee the maintenance of electronic devices;
- To oversee employee onboarding functions including staff badges, LSU emails, car parking, learning stories, photos, uniforms and set up personal files;
- Maintain confidentiality at all times, adhere to and manage information in line with Data Protection Act 2018;

Financial Management

- To manage client accounts accurately, effectively and on time including updating databases, calculating fees, provide invoices and manage outstanding account balances;
- To collect fees including the administration of Childcare vouchers and reconcile payments;
- To obtain quotes for and to source equipment and other resources ensuring best value for money in line with the LSU purchasing policy and procedure, including good receipting and account reconciliations;
- To complete headcount information in an accurate and timely manner and ensure all FEEE regulations are met;
- To manage the Anycoms and LCC provider portal communication system;
- To produce critical management information on a monthly basis to present at the Nursery Management Board meeting;
- To assist with budget information and advice on income and expenditure including calculations for fee increases, and changes to terms and conditions;
- To collate information on occupancy and attendance for management reports, escalating issues in a timely manner;
- Liaise and work collaboratively with the LSU Finance team;
- To administer the University subsidy, provide relevant information to the University, and manage the waiting list for subsidy as required;

Communication

- To promote effective communication and act as a point of contact for families, colleagues and other stakeholders, maintaining a professional and approachable attitude;
- To establish a caring relationship with children and guardians of many nationalities and employ a range of strategies to support communication;
- To maintain the nursery website and social media, ensuring information is up-to-date and relevant (including updating menus, nursery policies and procedures, Ofsted documentation etc.);
- To assist in the preparation of newsletters and parent blogs;
- To work collaboratively with the LSU Marketing team to promote the Nursery;
- To collate information for and assist in the production of annual reports;
- To assist with preparation of legal requirements for Ofsted inspections;
- To support student involvement in volunteering at the Nursery and to act as a point of contact for the project leaders, promote activities, induct volunteers and provide feedback on the success of the Action programme;
- To manage the nursery electronic diary;

Other duties and responsibilities

- To respond to emergency situations as needs arise;
- To maintain a tidy, clean, attractive work space and reception area;
- To undertake training opportunities as appropriate to develop further skills, including mandatory training;
- To participate in staff appraisals (PDR);
- To assist with fundraising activities as and when required;
- Any other duties in-keeping with the general nature of the post.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the LSU's Health, Safety and Environmental Policy & Procedures.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. All staff should hold a duty and commitment to observing the LSU's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Union policies/procedures.

Successful completion of probation will be dependent on completion of the LSU's mandatory courses which include Respect at Work, Health and Safety and Data Protection.

Organisational Responsibility

Reports to the Head of Nursery.

Safer Recruitment

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

References

If you are offered a position, this will be subject to the receipt of satisfactory references. Referee details will be requested at the point you are offered the position in order to adhere to relevant data protection legislation.

Enquiries

For informal enquiries please contact Caroline Farley (Head of Nursery) on CarolineFarley@lsu.co.uk.

Conditions of Service

Salary

The position is FULL TIME/PART TIME/JOB SHARE and OPEN-ENDED. Salary will be on LSU Scale 3, £17,408 - £18,189 per annum (pro-rata for part time), at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the LSU's Terms and Conditions of Employment. Benefits include contributory pension scheme, health care cash plan membership, enhanced statutory holidays, staff discounts and access to University facilities.

Hours

This position is offered with flexible working hours up to 35 per week, Monday to Friday between the hours of 07:30 and 18:00 (must work Monday, Wednesday and Friday) 52 weeks per year. Regrettably, term-time only hours cannot be considered due to the nature of the position.

In addition, LSU is supportive, wherever possible, of flexible working arrangements.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Area	Criteria	Stage
Experience	Previous relevant experience of working in a busy office environment.	1,3
	Experience within a nursery or other customer- focussed environment.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,3
	Experience of working individually and as part of a team.	1,3
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,2,3
	Able to work under pressure and keep to deadlines.	1,3
	Able to plan, prioritise and work independently with minimal supervision.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,2,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Able to maintain confidentiality.	1,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
Qualifications	GCSE Grade C or equivalent in English and Mathematics.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a nursery or childcare environment.	1,3
	Awareness of LSU Campus Nursery administrative procedures.	1,3