**Manchester City Council**

**Role Profile**

 **Centre Assistant, Grade 3**

**Early Years, Directorate for Children and Families**

**Reports to: Locality Lead (Early Years)**

**Job Family: Customer Service**

**Key Role Descriptors:**

The role holder will work as part of a Children’s Centre Team providing an efficient and welcoming service to all users of children’s centre’s within defined localities.

The role holder will contribute to the smooth running of the Children’s Centres by providing practical support that ensures resources are available and organised to meet the requirements of service delivery.

**Key Role Accountabilities:**

To provide an efficient, courteous and helpful customer and reception service to all users of the centre and deal efficiently and courteously with all queries and correspondence, both written and verbal, from a wide range of internal and external customers.

Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure.

Maintain centre monitoring systems, ensuring information is recorded efficiently and accurately and where appropriate share relevant information with staff team and partner agencies.

Monitor and maintain centre resources including office stationary and equipment ensuring any procurement needs are identified and addressed in a timely manner.

Ensure the efficient management, general maintenance, and security of the building reporting any identified risks or issues as appropriate.

Proactively participate in safeguarding service users reporting any concerns to the appropriate member of the team.

Proactively participate in new initiatives and future changes in service delivery.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Early Years Service provides a range of services to improve outcomes for young children and their families and reduce inequalities, particularly for those families in greatest need of support in;

* Child and family health and life chances
* Child development and school readiness
* Parents aspirations and parenting skills

The Early Years centre assistants will work across a neighbourhood group of five children’s centres within a team of managers, outreach workers, administrators, centre assistants and other partner agencies working within the children’s centres.

General duties of the role:

* Maintain centres monitoring systems, ensuring information is recorded and inputted on to a data base efficiently and accurately.
* Manage and maintaining room booking systems. Ensure rooms are set up as required.
* Customer service – Meeting and greeting, handling telephone calls, and queries. Effective communication with a diverse community, providing a warm welcoming inclusive reception to all service users, being helpful, sensitive, and polite at all times.
* Signposting/supporting service users to activities and services.
* Health and safety – Ensuring building safety through daily checks, identifying, and reporting hazards and raising building maintenance jobs.
* Stock control – Ordering goods, receiving deliveries, safe storage.

 **Centre Assistant** **–** **Key Competencies and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

# Generic Skills

* **Communication skills** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others.
* **Analytical Skills** Able to identify potential problems or errors when considering responses to situations
* **Planning and Organising** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
* **Problem Solving and Decision Making** Ability to interpret basic rules and guidelines in order to resolve queries
* **Creative Skills** Ability to find solutions to situations that are presented of a routine nature
* **Administrative Skills** Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation

# Technical requirements (Role Specific)

Consent to and apply for an enhanced disclosure check