

Job Description: Administrator (Islington - Call List)

Background of post

The Breastfeeding Network (BfN) is an established commissioned service in Islington providing universal breastfeeding peer support in Whittington and UCLH hospitals, at drop-in groups across the borough and via telephone support and home visits.

The Call List Administrator will report to the Service Manager and assist the team by compiling a daily telephone call list for the breastfeeding supporters and undertaking general administrative tasks, as required. This role will be fully remote and is time sensitive, needing to be performed every weekday morning.

Main duties

- input information accurately using Excel spreadsheets and Word, according to deadlines agreed with the Service Manager
- work efficiently remotely, ensuring good time management
- use secure email systems to share records and information with colleagues accurately
- maintain security by password protecting computer and password protecting sent documents containing sensitive data
- establish and maintain excellent working relationships with colleagues, volunteers and external personnel
- participate in annual performance reviews with your line manager
- undertake any required training including Health & Safety, Information Governance and Safeguarding training
- carry out any other administrative tasks at the request of the Service Manager

Person Specification: Administrator (Islington - Call List)

Qualifications	Essential	Desirable
GCSEs in English and Mathematics at grade C or above	✓	
Breastfeeding Helper Registration with The Breastfeeding Network (BfN)		✓

Experience and Knowledge	Essential	Desirable
Recent experience and knowledge of Office 365 – in particular Excel and Word to create and maintain databases.	✓	
Knowledge of Rio or similar health database		✓
Recent experience and knowledge of the Data Protection Act and General Data Protection Regulation and their application to sending and storing data electronically		✓
Experience of working in a health or community setting in paid or volunteer capacity		✓
Experience of working with diverse ethnic and social groups		✓
Knowledge of importance and application of the BfN Code of Conduct	✓	
Experience of working independently	✓	

Skills and Abilities	Essential	Desirable
Ability to speak and write fluently in English	✓	
Ability to use Microsoft Word to design forms and produce reports		✓
Ability to use Microsoft Excel to design simple spreadsheets and maintain accurate databases	✓	
Ability to organise and manage work independently, to prioritise work and respond to timescales	✓	
Ability to work effectively as part of a team	✓	
Ability to work with people from different cultures and backgrounds sensitively, with an awareness and commitment to equality and diversity	✓	
Ability to maintain the confidentiality of mothers and their families	✓	
Ability to maintain confidential records of employees and volunteers	✓	
Ability to communicate effectively by email, in meetings and on the telephone	✓	
Stable internet connection	✓	
Knowledge of the Islington area		✓