

Job Description: Administrator

Background of post

The Breastfeeding Network is commissioned by Public Health Dorset, to deliver a breastfeeding support service that is shared across 2 councils, Dorset council and Bournemouth, Christchurch and Poole (BCP) council, to support all Dorset mothers to breastfeed. This includes delivery of training and supervision to provide both universal and targeted support service that is well integrated and complements the work of statutory and other relevant services.

The Administrator role will assist the Service Manager being a point of contact for the service on working days, contacting breastfeeding parents on discharge, compiling data and producing reports and undertaking general administrative tasks.

Main duties

- be a point of contact for the service on days of work
- contact breastfeeding parents from Dorset hospitals via discharge data to signpost them to local breastfeeding Support (via text/calls) with potential to offer phone support
- support with data collection and evaluation of the service
- establish and maintain excellent working relationships with colleagues, volunteers and external personnel, attending occasional partnership meetings
- support with volunteer registration and activity - recording information accurately using MS Office including Excel spreadsheets
- support with administration of social media platforms
- support with arranging team meetings, book meeting venues and coordinate attendance
- design forms and other documents required using Microsoft Word, Excel and Publisher
- 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:

Qualifications	Essential	Desirable
Completed recognised peer support training and willing to transfer into BfN or Breastfeeding Network (BfN) registered member	✓	
Evidence of continued professional development since qualification		✓
GCSEs in English and Mathematics at grade C or above	✓	
Experience and Knowledge	Essential	Desirable
Recent experience and knowledge administration	✓	
Experience of using social media platforms for promotion		✓
Recent experience and knowledge of MS Office - Excel, Word and PowerPoint to create and maintain databases, design templates, spreadsheets and produce reports and create presentations	✓	
Knowledge of the Data Protection Act and General Data Protection Regulation and their application to sending and storing data electronically	✓	
Experience of working offering breastfeeding support		✓
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 design forms / surveys 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 confidential records of employees and volunteers	✓	
Ability to communicate effectively by email, in meetings and on the telephone	✓	
Ability to take accurate minutes of meetings		✓
Ability to work remotely from home	✓	
Ability to travel across Dorset (occasional travel)		✓
Knowledge of the Dorset area	✓	