

Job Code: \_\_\_\_\_

# Job Description: Service Administrator - Lambeth (Peer Support Service)

## Background of post

BfN is commissioned by Lambeth Early Action Partnership and Lambeth Council to help them achieve higher breastfeeding initiation rates and higher breastfeeding prevalence at 6/8 weeks and 4 months.

The aim of the BfN service in Lambeth is to help all new mothers to be able to consider breastfeeding as a realistic option and have skilled help from Peer Supporters in pregnancy, through birth, and into the postnatal period face-to-face, via phone, video calls, messaging and social media, as well as providing accredited training courses for mothers who wish to become BfN volunteers and facilitating an annual Study Day.

In addition, BfN Lambeth work in close partnership with local early years and health services to improve other local targets and contribute to reducing health inequalities and improving health and wellbeing for mothers, babies and families. The service works closely with LEAP services, Lambeth Better Start Children's Centres, Guys & St. Thomas' and Kings College Hospitals.

The Administrator will play an integral role in timely data collection, monitoring and reporting of service activity – inputting and collating both quantitative and qualitative evidence. They will work closely with the Service Manager, Peer Support team, volunteers and trainees, families who engage with the service, Tutors/Supervisors, Commissioners and other key partner services.

The purpose of this role is also to provide practical and timely support to the team and Service Manager, including but not limited to assisting with the study day, as well as generally promoting the service, raising knowledge and awareness of Peer Support in Lambeth by making every contact with families, local volunteers, other key partners and services count using social media and standard communication tools.

## Main duties

### General

- Work closely with the Service Manager and meet regularly to provide a progress update and discuss priorities.
- Establish and maintain excellent working relationships with colleagues, volunteers, families engaged with the service and key partners from other services.

### Analysis and data management

- Input, collate and monitor service data timely and accurately using a range of software (including Excel, Word, Forms, EISI etc.) adhering to agreed deadlines.
- Generate clear and accurate reports and present in Excel / Word / Powerpoint, etc as requested by the Service Manager to form part of reports for the service commissioner, BfN Board, steering groups and key partners as required.
- Design posts, forms and other documents required using Canva, Word, Excel and Publisher that comply with BfN branding, policies and code of conduct.

- Schedule timely posts and updates on social media to promote and advertise the Lambeth Peer Support Service and monitor the service's social media platforms
- Coordinate attendance at events / activities and feedback
- Arrange team meetings, book venues, co-ordinate attendance, prepare agendas, take minutes and circulate to the team.
- Maintain computer security by password protecting computers and documents, keeping paper documents in a locked cabinet and password protecting sent documents containing sensitive data.
- Maintain training records for the teams.
- Schedule and promote in person and online meetings / events / activities, book appropriate venues/generate virtual meetings on Teams/Zoom and coordinate attendance.
- Design forms and other documents using Microsoft Word, Excel, Publisher or other programmes as needed.
- Maintain and distribute supplies of resources within agreement of Service Manager as required by peer support team.
- Use shared files/cloud based systems to share information with colleagues.
- Carry out any other administrative tasks at the request of the Service Manager.

## **Equality and Diversity**

- Understand and implement the BfN Equality and Diversity Policy.
- Work in a way that supports equality and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.

## **Health and Safety**

- Follow standard Health and Safety guidelines.
- Undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation.
- Take care of your own personal safety and that of others.
- Develop risk assessments with input from Service Manager for activities/events where necessary.

## **Personal**

- Undertake all mandatory training including Health & Safety, Information Governance and Safeguarding training.
- Ensure compliance with BfN policies, BfN Code of Conduct and relevant Breastfeeding Network policies.
- Participate in annual performance reviews with Service Manager.

**This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may reasonably be requested.**

**Please read the Job Description and Person Specification carefully and refer to it when completing your application form and supporting statement. You must demonstrate how you meet the criteria on your application form.**

## Person Specification:

**Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.**

Qualifications	Essential	Desirable
GCSEs in English and Mathematics at grade C or above	✓	
A qualification in Business Administration		✓
Breastfeeding Network registration at Helper/Supporter level (or equivalent qualification from a recognised Breastfeeding Organisation)		✓

Experience and Knowledge	Essential	Desirable
Knowledge of using Microsoft Excel and Word to maintain databases, design templates and simple spreadsheets and produce reports	✓	
Knowledge of the Data Protection Act and its application to sending and storing data electronically	✓	
Experience of working with diverse ethnic and social groups		✓
Experience of working independently	✓	
Knowledge of Office 365 or similar cloud based systems	✓	
Experience of supporting mothers with breastfeeding		✓
Knowledge of BfN, its Code of Conduct, policies and procedures	✓	
Experience of evidence-based evaluation		✓

Skills and Abilities	Essential	Desirable
Ability to speak and write fluently in English	✓	
Ability to use Microsoft Word, Powerpoint, Canva to design forms, presentations, posts and produce reports	✓	
Ability to use Microsoft Excel to design spreadsheets and present data accurately	✓	
Ability to use databases, accurately input and record data and run reports based on this information	✓	
Ability to use social media platforms to post, schedule flyers and updates about the Lambeth Peer Support Service	✓	
Excellent organisational skills, including prioritisation and time management skills	✓	
Ability to prioritise work and respond to timescales and deadlines	✓	

Ability to work effectively as part of a team	✓	
Ability to work with people from different cultures and backgrounds sensitively	✓	
Ability to maintain the confidentiality of mothers and their families	✓	
Ability to maintain confidential records of employees and volunteers	✓	
Ability to communicate effectively in person, by email, video call, messaging and on social media	✓	
Ability to take accurate minutes of meetings	✓	
Awareness and commitment to equality and diversity	✓	