Job Description: Administrator, Telford & Wrekin Start for Life

**Background of post**

The Breastfeeding Network have been awarded funding by Telford and Wrekin Council under the Start for Life programme to expand the current breastfeeding peer support service. We are looking to recruit a BfN Administrator to support the team delivering antenatal education, in hospital support, virtual support and community groups. The project aims to enable those families who choose to breastfeed to access appropriate support regardless of age, ethnic origin, beliefs, sexual orientation, social status and employment status.

This post is funded until March 2024, with potential to extend to March 2025.

**Main duties**

The Administrator will report to the BfN Service Manager and liaise with local BfN staff and volunteers. There will be a need for a high level of collaboration and partnership working with the volunteer coordinators, our public health colleagues at the council, the Start for Life team, the local NHS services and other third sector organisations linked to delivery of infant feeding peer support in the area.

The Administrator role will be varied and include supporting the management of social media accounts, resource planning and event and course planning.

**Leadership and activities**

* Work closely with the Volunteer Coordinator to plan and deliver activity and report outcomes.
* Support the Volunteer Coordinator by producing data reports on project activity etc. as required for reporting purposes.
* Develop partnerships by engaging and communicating with other organisations and community members, some of whom may have barriers to understanding health messages.
* Work with the local Volunteer Coordinators to order resources (promotional posters, leaflets, books, dolls, contact forms, books etc.) for support sessions and events as required.
* Assist with organisation of local events and other community activities as identified e.g. Study days, stalls, conferences etc.
* Work with the local Service Manager and Volunteer Coordinator to develop, manage and monitor social media platforms including Facebook, Instagram and Twitter to reach as wide an audience as possible and advertise the group sessions and peer support available locally.

**Analysis and data management**

* Help generate clear and accurate reports as requested by the Service Manager
* Take minutes at team meetings and circulate to the team.

Maintain training records for the team.

Schedule meetings, 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**

* Ensure that staff and volunteers understand and implement the BfN Equality and Diversity Policy
* Ensure that staff and volunteers work in a way that supports inclusion and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.
* Consider ways to remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language

**Health & 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.

**Personal**

* Maintain registration with BfN with regular supervision, mandatory training and continuing professional development

*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 be reasonably be requested.*

Person Specification: Peer Supporter Telford & Wrekin Start for Life

**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.**

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| **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 |  |  |
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| **Experience and Knowledge** | **Essential** | **Desirable** |
| Knowledge of using Office programmes such as Excel Outlook and Word |  |  |
| Experience of working with diverse ethnic and social groups |  |  |
| Experience of working both independently and part of a team |  |  |
| Knowledge of BfN, its ethos, policies and procedures |  |  |
| Experience of supporting breastfeeding families |  |  |
| Experience of arranging and hosting virtual meetings via Zoom, Teams etc |  |  |

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| **Skills and Abilities** | **Essential** | **Desirable** |
| Ability to speak and write fluently in English |  |  |
| Excellent written and oral communication skills for a variety of audiences |  |  |
| Excellent organisational skills, including project management, prioritisation and time management skills |  |  |
| Ability to maintain confidential records of families, employees and volunteers |  |  |
| Ability to take accurate meeting minutes and communicate effectively by email, in meetings and on the phone |  |  |
| Awareness and commitment to equality and diversity |  |  |