Job Description: Administrator – office based

# Background of post

The Breastfeeding Network (BfN) runs an established commissioned service in Islington providing breastfeeding peer support in the community and in Whittington and UCLH Hospitals. We offer free accredited training to local Islington breastfeeding parents who can then go on to support other local women as volunteers or paid roles.

# We are looking for someone to join the team working from the office, Bingfield Primary Care Centre, working 20 hours a week covering Monday to Friday (for example 4 hours a day which can be worked during school hours).

# The Administrator role will be a point of contact for the service, answering the office phone line and booking appointments or referring callers on for them to access breastfeeding support from the peer support team. The role will also include general administrative duties such as ordering, social media and general office support for the service coordinators and wider infant feeding team.

We are looking for a confident and enthusiastic administrator who has some experience of breastfeeding and is willing to undertake free breastfeeding support training, this is accredited training that will be provided free as part of the role. This training will be offered to enable answering the calls and working over the phone.

Main duties

* be a point of contact for the service telephone line, answering calls, booking appointments and referring to support.
* Be a point of contact for the service supporting the office with answering emails and texts.
* establish and maintain excellent working relationships with colleagues, volunteers and external personnel, attending occasional groups/ team meetings
* support with staff and volunteer activity working closely with the Service Manager and Deputy Coordinator
* 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
* participate in regular 1-1s and 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:

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| **Qualifications** | **Essential** | **Desirable** |
| Willing to undertake free breastfeeding training to become a member of the Breastfeeding Network (BfN) – this is accredited training that will be provided for free to support the role of taking calls in the office |  |  |
| GCSEs in English and Mathematics at grade C or above |  |  |
| **Experience and Knowledge** | **Essential** | **Desirable** |
| Recent experience and knowledge administration |  |  |
| Experience of working over the phone |  |  |
| Experience of using social media platforms for promotion |  |  |
| Recent experience and knowledge of MS Office - Excel, Word and PowerPoint |  |  |
| Knowledge of the Data Protection Act and General Data Protection Regulation and their application to sending and storing data electronically |  |  |
| 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 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 and on the telephone |  |  |
| Ability to take accurate minutes of meetings |  |  |
| Ability to travel across Islington (occasional travel) |  |  |
| Knowledge of the Islington area |  |  |