Job Description: Service Administrator - Birmingham

# Background of post

The Breastfeeding Network have been awarded funding by Birmingham City Council to develop a local breastfeeding peer support service. 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.

The Administrator will play an integral role in data collection, monitoring and reporting of service activity – collating both quantitative and qualitative evidence. They will work closely with the Service Manager, Volunteer Coordinator, Tutors/Supervisors, Peer Support staff and volunteers.

# 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 and external personnel.

**Analysis and data management**

* Collate and monitor service data accurately using a range of software (including Excel, Word, MS Forms etc.) adhering to agreed deadlines.
* Generate clear and accurate reports as requested by the Service Manager to form part of reports for the service commissioner, BfN Board, steering groups and key partners as required.
* Take minutes at team meetings 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 meetings, book appropriate venues/generate virtual meetings on Teams/Zoom and coordinate attendance.
* Design forms and other documents using Microsoft Word, Excel, MS Forms, 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.**

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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 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 |  |  |

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| **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 spreadsheets and maintain accurate databasesAbility to create online surveys/form to collate and extract data |  |  |
| Excellent organisational skills, including prioritisation and time management skills |  |  |
| 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 by email, in meetings and on the telephone |  |  |
| Ability to take accurate minutes of meetings |  |  |
| Awareness and commitment to equality and diversity |  |  |