Job Description: Administrator

About the Breastfeeding Network

The Breastfeeding Network is a national Charity which has been commissioned by Enfield Council to offer infant feeding support to local families in Hospital, face-to-face, via phone, email, and social media, as well as providing accredited training courses for local mothers who wish to volunteer, support the community and become peer supporters.

Background of post

We are looking for an enthusiastic, organised, and friendly team player to join our passionate and growing team, supporting our work with local families across Enfield. As our service continues to expand, this role is vital in ensuring the smooth running of our operations and helping us reach even more parents in the community.

The successful candidate will provide practical and timely administrative support to the wider team and Service Managers. This includes being the first point of contact for local parents via email and social media, networking and engagement for activities, collecting and reporting feedback from families, tracking feeding status, and contributing to quarterly reports. You’ll also support the team by assisting with general admin tasks.

In addition to administrative duties, this role plays a key part in promoting the service and raising awareness of Peer Support in Enfield. Every interaction – whether with families, volunteers, or local partners – is an opportunity to spread the word about what we do. Confidence in using communication tools and social media is essential for this aspect of the role.

Moreover, you’ll need to be confident using Microsoft Office 365, including Word, Excel, PowerPoint and Outlook, with the ability to input, organise and report on data. Familiarity with key policies, especially the BfN Information Governance (IG) and Cybersecurity policies, is essential.

This is a great opportunity to join a supportive team making a real difference in the local community.

Main duties and work tasks

* Meet regularly with the Service Managers to provide a progress update and discuss priorities
* Establish & maintain excellent working relationships with colleagues, volunteers, families engaged with the service and key partners from other organisations
* Input information accurately and in a timely manner using database, Excel and Word adhering to deadlines agreed with the Service Managers
* Generate data reports from information recorded and present finding using Excel and Word.
* Create reports using spreadsheets and databases to contribute to monthly and quarterly reports for commissioners and the BfN Board.
* Organise team meetings, including booking venues, coordinating attendance and very rarely prepare agendas and take minutes
* Design posts, forms and other documents using Canva, Word, Excel and Publisher ensuring compliance with BfN branding, policies and code of conduct
* Schedule timely social media posts and updates to promote and advertise the Enfield Peer Support Service and monitor the service’s social media platforms
* Coordinate attendance at events and activities and gather feedback from participants
* Maintain computer security by password protecting computers and documents, keeping paper documents in a locked cabinet and password protecting sent documents containing sensitive data
* Participate in annual performance reviews with your line manager
* Complete any required training including Health & Safety, Information Governance and Safeguarding
* Undertake any other administrative tasks at the request of the Service Managers

*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 requested.*

Person Specification:

What we are looking for

**The following criteria will be used to help us assess candidates for this role.**

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| **Essential** |
| * Suitable home-working environment. * Commitment to travel across Enfield as required in this role. * GCSEs in English and Mathematics at grade C or above, fluent spoken and written English. * Demonstrable commitment to BfN work and values; knowledge of importance and application of the BfN Code of Conduct and Policies. Communicates effectively, efficiently and with cultural awareness with people at all levels and from all backgrounds in person, on the telephone and by email. Trustworthy and strong sense of integrity: maintains confidentiality of mothers and their families, also maintains confidential records of employees and volunteers. Experience of working with diverse ethnic and social groups. * Proficiency and relevant experience of but not limited to Office 365(word, Excel, Powerpoint, MS Forms) or similar cloud based systems and Canva, timely and accurately communicate, record data, design forms, spreadsheets, presentations and reports; also with scheduling, running and producing fliers, updates and posters for social media platforms about BfN Enfield Peer Support Service. * Details-orientated and proactive; strong data entry and analysis skills, ability to produce accurate data and reports * An organised approach to work, managing own deadlines, uses good judgment in adapting to emerging priorities and works within timescales. * Takes responsibility to work efficiently under own initiative and to problem solve proactively * Works remotely on a varied programme of work, with limited supervision; keeps colleagues informed; works and communicates effectively as part of a team. * Commits to learning and continuous self-improvement. |

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| **Desirable** |
| * A qualification in Business Administration * Breastfeeding Helper Registration with The Breastfeeding Network (BfN) * Show evidence of continued professional development since qualification * Admin experience and previous admin role |