



# Administrator - Health Visiting Team

Scale point: Grade 3 | Based in Windsor and Maidenhead | Permanent | Full time

## About the service

Achieving for Children (AfC) is an award-winning social enterprise owned by Kingston, Richmond and Windsor & Maidenhead Councils and is responsible for delivering the entirety of the three boroughs' children's services. Our vision for Achieving for Children is simple: by bringing together professional expertise from three local authority areas, and by putting children and young people at the heart of everything we do, we will be able to deliver improved outcomes for families and give children and young people the best start in life.

In January 2020, we were pleased to announce that the Royal Borough of Windsor & Maidenhead Children's Services provided by Achieving for Children were rated 'GOOD' following an inspection by Ofsted.

## About the role

This Business Support role will work as business support within the community as a member of the Health Visiting team. The post holder will be aware of and work in accordance with AfC policies and procedures. They will be expected to communicate effectively with team members, service users and other professionals as required. They will also recognise residents' needs for alternative methods of communication and respond accordingly. They will regularly liaise with other health professionals, multi agency partners including the voluntary sector to assist in meeting the wider health needs of the local population. The post holder will be required to attend regular supervisory meetings to reflect on practice and participate in the annual appraisal process. They will also assist in the delivery of AfC well-baby clinics and health and development review clinics in the community. An accurate electronic diary which reflects daily work and mileage will need to be maintained. This role will continue to develop knowledge and understanding of local policies and procedures and implement these practices under supervision.

## About you: our role specification

### Qualifications

- 5 GCSEs including Maths and English at Level C or above or equivalent

### Skills and experience

- Advanced word processing skills, a variety of service related documents BD62 WOU standard correspondence and reports to an agreed format
- Ability to collate statistical information and reports to deal effectively with internal and external customers, including enquiries from members of the public which could be face-to-face
- Experience in receiving and responding to incoming communications eg general telephone calls and emails and resolving general enquiries
- Experience in inputting updates, extracting and analysing data relevant to business support activities using relevant ICT systems
- An ability to be confident in using spreadsheets to generate reports and ensure performance indicators are accurate and up to date.
- Willingness to work flexibly across the organisation and sites to provide support and cover to other business support teams.
- Experience of building strong partnerships, maintaining relationships and co-producing solutions to challenges across a diverse set of stakeholders, to ensure all necessary support and information is provided to enable to deliver the service effectively
- An ability and willingness to carry and move light to moderate loads
- Experience of addressing specific equality or diversity issues within your practice with colleagues/service users and taking action to solve them.

### Personal attributes

- A passion for Achieving for Children's vision, mission and values (trust, value, respect) to support children and young people to live safe, happy, healthy and successful lives.
- Able to use a range of digital hardware or software to support your work effectively i.e. microsoft or Google software.
- Strong organisational abilities including: time management, creative-thinking, problem-solving and multitasking.
- Able to work flexibly and independently with limited management oversight.
- Personal determination, drive, energy and ambition to achieve challenging objectives, celebrate success and deliver excellent outcomes for children using a strength based approach.
- Commitment to resource-sharing and collaborative working within Achieving for Children and

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across organisational boundaries in the best interests of children and families.

- Good communication and interpersonal skills that are open, honest, persuasive & pragmatic
- Car driver, current valid full driving license and access to a car for work purposes

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