



JOB DESCRIPTION- NURSERY ADMINISTRATOR

Job Overview

The role of the Nursery Administrator is to be an auxiliary member of the senior management team, contributing to the strategic planning, monitoring, evaluation and development of the nursery. They will provide high levels of support to the nursery across all elements including administration, reception and room support.

Aims

- To comply with all regulatory requirements
- To provide high standards of care and education
- To Support all nursery staff in their roles
- To acquire and maintain positive working partnerships with staff, parents and carers
- To ensure that all aspects of the nursery's data and records are accurate and up to date at all times by following the company's policies and procedures
- To ensure all parents pay in advance for sessions booked or used following the company's credit control manual, invoicing systems, and fee collection processes whilst at all times complying with data protection legislation
- To maintain confidentiality and professionalism at all times

Key Responsibilities (full time)

- Collecting fees and administering credit control, including recording cash/cheque/card receipts/voucher receipts
- Adhering to all company policies and procedures
- Ensuring that all children are kept safe
- Notifying Designated Officer of any safeguarding concerns
- Maintaining a positive attitude at all times with children, parents, colleagues and visitors
- Administering carer accounts for the nursery on various voucher provider's websites, and submitting Direct Debit information to Head Office
- Producing monthly invoices, issuing invoices/statements to parents
- Communicating with parents for payment of fees face to face, by telephone and by letter in accordance with the Terms & Conditions
- Transferring accounts to debt recovery agents in the event of non-payment of fees as and when necessary
- Ensuring registers generated by nursery software are accurate and up to date
- Accurate, completion of and timely entering of data to nursery software
- Filing
- Processing of letters and other documents to parents and staff as required by the nursery manager
- Stationery ordering and issuance of parent information packs
- Issue of parent terms and conditions and application forms and collection of completed application forms, booking fees and deposits
- Maintaining a well organised and tidy nursery office/reception
- Resolving issues/queries/complaints with the nursery manager to a satisfactory conclusion
- Monitoring standards within the nursery to maximise the very highest level of administration
- Maintaining and improving the operational efficiency of the nursery accounts



- Taking sufficient care of all visitors, staff and parents in order to comply with legal requirements
- Holding responsibility for all Health & Safety
- Ensuring effective training and development opportunities are undertaken in order to promote development and stay compliant in line with legal requirements
- Following up all enquiries (non-registered) within one month of viewing
- Meet and greet parents throughout the day - working closely with parents to give them a high standard of customer service
- Creating the monthly newsletter full of regular updates, photos and general news
- Providing room support over lunch breaks or as and when necessary
- Ensuring children's achievements are celebrated through regular updates on Facebook, Twitter and other social media, monthly updating and maintenance of WOW walls
- Management of a stationery stock system and placing of relevant stationery orders
- Ordering nursery miscellaneous items via preferred suppliers
- Maintaining organisation in the cleaning, stationery and filing cupboards/drawers
- Undertaking other duties within the scope of the post as may be requested by your line manager

The duties and responsibilities included in this job specification are not exhaustive or restrictive and can be reviewed at any time in the future. Changes and other duties deemed relevant to this post may be added.

Person Specification – Administrator

Essential	Desirable
Qualifications	Qualifications <ul style="list-style-type: none"> • Food and Hygiene Level 2 • Safeguarding • Prevent Duty • FGM • Paediatric First Aid
Skills/Competencies <ul style="list-style-type: none"> • Ability to communicate confidently with adults and children • Able to work well within a team • Good verbal and written communication skills • Able to maintain confidentiality and know when to report issues of concern to a senior team member • Good planning and organising • Ability to comprehend and adhere to a strict set of policies and procedures • Work in partnership with parents • Effective time management • Willingness to learn • Able to follow direction • General computer literacy • Good organisational Skills • Ability to work well under pressure • Ability to write reports and keep clear and accurate records • Good filing experience • Ability to prioritise 	Skills/Competencies <ul style="list-style-type: none"> • Able to reflect and learn from personal actions and experience • Evidence of ongoing personal development • Calm in all circumstances • Able to work on own initiative • Experience of using online tools/software to record data and personal information • Experience of invoicing • Experience of debt management • Experience in stock control and ordering
Knowledge <ul style="list-style-type: none"> • Able to ensure the safety and welfare of children through a confident knowledge of Safeguarding processes and procedures • Appropriate behaviour management 	Knowledge <ul style="list-style-type: none"> • Health and Safety awareness • Specific training in child protection
Experience Required <ul style="list-style-type: none"> • General admin duties 	Experience Required <ul style="list-style-type: none"> • Experience of working and communicating with parents and carers • Experience of working and communicating with outside agencies or contractors
Personal Qualities <ul style="list-style-type: none"> • Self-motivated • Flexible • Friendly • Enthusiastic • Committed • Professional • Motivated • Able to have fun! 	Personal Qualities <ul style="list-style-type: none"> • Resourceful