

Job Description: Administrator (Islington - general)

Background of post

The Breastfeeding Network (BfN) is an established commissioned service in Islington providing universal breastfeeding peer support in Whittington and UCLH hospitals, at drop-in groups across the borough and via telephone support and home visits.

The Administrator will assist the Service Manager by inputting confidential data collected by Breastfeeding Supporters on a database for use in producing reports and undertaking general administrative tasks including supporting with social media accounts.

Main duties

- input information accurately using Excel spreadsheets and Word according to deadlines agreed with the Service Manager
- maintain social media accounts, as needed
- manage occasional events using Eventbrite
- ensure online meetings are up to date on Zoom
- submit monthly expenses from the team
- keep Google calendar up to date with weekly schedule and other important information
- occasionally checking office answerphone and scribing any messages left, sending this information to relevant colleague(s)
- establish and maintain excellent working relationships with colleagues, volunteers and external personnel
- use secure email systems to share records and information with colleagues accurately
- maintain computer security by password protecting computers and documents, keeping paper documents in a locked cabinet and password protecting sent documents containing sensitive data
- arrange team meetings, book meeting venues and coordinate attendance
- design forms and other documents required using Microsoft Word, Excel and Publisher
- prepare agendas and take minutes at team meetings
- participate in 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: Administrator (Islington - general)

Qualifications	Essential	Desirable
GCSEs in English and Mathematics at grade C or above	✓	
Business Administration qualification		✓
Evidence of continued professional development since qualification		✓
Breastfeeding Helper Registration with The Breastfeeding Network (BfN)		✓

Experience and Knowledge	Essential	Desirable
Knowledge of using video conferencing software		✓
Experience of setting up events using Eventbrite		✓
Experience of using social media platforms for promotion	✓	
Experience of using Google Calendar		✓
Recent experience of Zoom and Microsoft Teams		✓
Recent experience and knowledge of Office 365- in particular Excel, Word and Powerpoint to create and maintain databases, design templates, spreadsheets and produce reports and create presentations	✓	
Recent experience and knowledge of the Data Protection Act and General Data Protection Regulation and their application to sending and storing data electronically	✓	
Experience of working in a health or community setting in paid or volunteer capacity		✓
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 use Microsoft Word to design forms and produce reports	✓	
Ability to use Microsoft Excel to design simple spreadsheets and maintain accurate databases	✓	
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 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	✓	

Skills and Abilities	Essential	Desirable
Experience of taking minutes of meetings		✓
Ability to work from Bingfield Primary Care Centre	✓	
Knowledge of the Islington area		✓