**Project Administrator Lambeth**

Background of Post

Lambeth BfN Peer Support Service is commissioned by Lambeth Early Action Partnership (LEAP) and Lambeth Council and to offer antenatal and postnatal infant feeding support to local families face-to-face, via phone and video calls, online messaging and social media, as well as providing accredited training courses for mothers who wish to become peer supporters and facilitating an annual Study Day

Role Summary

The purpose of this role is to provide practical and timely administrative support to the team and Service Managers, including but not limited to monitoring engagement and sign up for activities, feedback from families, reporting on feeding status and quarterly reports, minuting meetings, assisting with the study day, as well as generally promote the service, raise knowledge and awareness of Peer Support in Lambeth by making every contact with families, local volunteers, other key partners and services count by using social media and communication tools.

# Main duties

* 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 services
* Input information timely and accurately using Lambeth Children’s Centre database, Excel and Word according to deadlines agreed with the Service Managers
* Run data reports on information recorded and present this in Excel and Word.
* Use a cloud based system to share record with colleagues accurately
* Create reports using spreadsheets and databases to form part of monthly and quarterly reports to the commissioner and BfN Board.
* Arrange team meetings, book meeting venues, co-ordinate attendance, prepare agendas and take minutes
* Design posts, forms and other documents required using Canva, Word, Excel and Publisher that comply with BfN branding, policies and code of conduct
* Schedule timely posts and updates on social media to promote and advertise the Lambeth Peer Support Service and monitor the service’s social media platforms
* Coordinate attendance at events / activities and feedback
* 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
* Undertake any required training including Health & Safety, Information Governance and Safeguarding training
* Carry out any other administrative tasks at the request of the Service Managers
* Assist Service Managers in coordinating an annual study day.

*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:

**We expect applicants to have previous experience in Complete info**

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

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| Essential |
| * GCSEs in English and Mathematics at grade C or above
* Experience of working with diverse ethnic and social groups
* Knowledge of importance and application of the BfN Code of Conduct
* Experience of working independently
* Knowledge of Office 365 or similar cloud based systems
* Ability to speak and write fluently in English
* Ability to use applications including but not limited to Office (Excel, Word, Powerpoint, Outlook, etc), Canva, EISI to professionally, timely and accurately communicate, record data, design forms, spreadsheets, presentations, run and produce reports, fliers and posters, etc.
* Ability to use social media platforms to post, schedule flyers and updates about the Lambeth Peer Support Service
* Ability to organise and manage work independently
* 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, via phone, video call, text, Whatsapp and on social media
* Ability to take accurate minutes of meetings
* Awareness and commitment to equality and diversity
* Ability to prioritise work and respond to timescales and deadlines

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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
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