



National Day Nurseries Association

★Brighter thinking
for early years

Job Description Administrator

Responsible to:	Quality & Training Manager
Location:	Head Office
Salary:	Salary Band B
Hours:	22.5 hours per week (Mon – Thurs)
Contract:	12 months – temporary to cover maternity leave

National Day Nurseries Association (NDNA) is the national charity and membership association representing children's day nurseries across the UK, giving them information, training and support, so they can provide the best possible care to young children. NDNA is the voice of the day nursery sector, an integral part of the lives of nearly one million children and their families. NDNA works with local and national government to develop an environment in which quality early year's education and care can flourish.

Main purpose of the job

This post organises the logistics and administration of delivering accreditation schemes and publications, within the programme delivery team. This includes the packing and posting of publications orders and stock monitoring, supporting customers on their journey through accreditation schemes, financial administration and post-delivery evaluations. Additional duties include the support of the team with the delivery of online training. The post holder works closely across the team supporting events, publications and projects as well as wider teams as required. The role requires the post holder to work from NDNA's head office. There may be some opportunity for pre-agreed remote hours, depending on the demands of the role.

Main duties

Publications

- Support the wider team with customer enquiries, promoting products and their benefits to customers.
- Process purchases for product and service sales to customers.
- Stock control of products and services, such as publications, and reporting shortages.

Projects and Accreditation Schemes

- Support the wider team with the co-ordination of projects, accreditation schemes, including booking venues and refreshments, appointing Associate Trainers and liaising with customers, internal and external colleagues.
- Support the wider team to manage all aspects of the assessment process of accreditation schemes.
- Where required, maintain the administration systems and financial records.
- Prepare and dispatch documents and certificates, ensuring Associate Trainers/ customers receive material within allocated timescales.
- Provide administrative support for the monitoring of contractual targets, including the processing of correspondence and confidential reports.
- Maintain and manage emails and outlook calendar daily to effectively deliver NDNA services.

- Handle and answer incoming calls and emails about projects, publications and contracts. Support with wider telephone helpline cover.
- Support the team to review and update all working processes and procedures for continual improvement.
- Collate, update and maintain data and records on systems accurately and in a timely manner (e.g. NDNA Customer Relationship Management System, other electronic data systems and hard copy filing systems as appropriate).
- Provide administrative support for the monitoring of organisational and contractual targets.
- Process invoices and purchase orders accurately, timely and within budget constraints, adhering to NDNA's finance procedures.
- Support the department in conducting post-delivery evaluations and assessing impact of delivery, reporting feedback to line managers.
- Front of house duties – including meeting and greeting visitors as required.
- Carry out such other duties as are required and are commensurate with the grade of the post.

Additional duties as required

Events

- Host online training events alongside the associate trainer.
- Co-ordinate training events, including booking venues and refreshments, appointing associate trainers and liaising with customers, internal and external colleagues.
- Prepare and dispatch course/event materials, documents and certificates, ensuring trainers receive material within allocated timescales prior to events.
- Deliver a targeted outbound telephone contact plan to maximise attendance at events.
- Organise travel and overnight accommodation for staff or associate trainers as required within budget constraints.
- Handle and answer incoming calls and emails about training events and conferences.
- Potential for very occasional evening work

In carrying out the duties and responsibilities set out within the job description and in the context of developing working relationships with others, the post holder will be expected to demonstrate commitment to and comply with the specific requirements of all NDNA's policies and procedures.

**Personnel Specification
Administrator**

CRITERIA	IDENTIFIED BY
QUALIFICATIONS & TRAINING	
<p>Essential</p> <ul style="list-style-type: none"> • GCSE English and Maths (or equivalent) • Previous experience of general administration <p>Desirable</p> <ul style="list-style-type: none"> • BTEC in Business Administration or equivalent. 	CV
EXPERIENCE	
<p>Essential</p> <ul style="list-style-type: none"> • Experience of administrative work in a service / customer focussed environment • Experience of working as part of a team • Data collation, input, recording and processing <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working with financial procedures • Experience of maintaining online records systems 	CV/ Task / Interview
SKILLS AND ABILITIES	
<p>Essential</p> <ul style="list-style-type: none"> • Well organised and able to effectively prioritise and handle multiple tasks • Excellent keyboard skills with working knowledge of MS Office packages • Strong communication skills, face to face, over the phone and in writing • Competent in the correct use of grammar and spelling • Accurate at data input • Familiar with computerised record systems • Ability to build relationships internally and externally • Able to interact and contribute at team meetings and on calls <p>Desirable</p> <ul style="list-style-type: none"> • Familiarity with web based applications and computerised records systems. • Experience of dealing with external consultants • Ability to spot improvement opportunities to working practices 	CV/Task/ Interview
KNOWLEDGE	
<p>Essential</p> <ul style="list-style-type: none"> • Comfortable using video conferencing technology • Administrative functions and systems for processing payments • An understanding of customer care 	Task/ Interview

OTHER REQUIREMENTS	
<p>Essential</p> <ul style="list-style-type: none"> Commitment to development of self and willingness to learn about the sector and new technology 	Interview

