



Centre and School Secretary Job Pack



**CPotential
incorporates
Woodstar School**

August 2018

Dear applicant,

Thank you for your interest in the position of **Centre and School Secretary** at CPotential and Woodstar School.

We're looking for someone who is passionate about the work that we do. This is a great opportunity to work at a charity that thinks and dreams big and offers life-changing services to disabled children and adults.

The charity has entered a new era. We have a new name – CPotential, with our school now called Woodstar School. We're developing a new strategy to increase the scope and impact of our services.

This pack contains some information about the charity and the job description. I encourage you to read this and the information on our [website](#) and social media.

To apply, please complete the application form available on our website at:
<http://cpotential.org.uk/about-us/work-for-cp/>

Please email your application form by 5pm on Thursday 23 August 2018 to:
info@cplondon.org.uk

Interviews are being held at CPotential on **Thursday 30 August 2018**.

Kind regards,



Jo Honigmann
CEO

Job Description

Job Title:	Centre and School Secretary
Responsible to:	Head of School and Deputy CEO
Hours:	Full-time
Holiday entitlement:	6 weeks, some to be taken during school closure as agreed with line managers
Location:	143 Coppetts Road, Muswell Hill, London N10 1JP
Salary:	£25,000 to £30,000 dependent upon experience

Purpose of the job

- To manage the reception function including managing the arrival of visitors, telephone calls to the switchboard and to ensure the timely and effective flow of information and communication across all staff teams, parents and visitors by email, telephone messages, correspondence etc
- To provide administrative support to the School and Sessional Services teams in relation to all correspondence concerning the children who attend the school or the Early Years and Sessional Services
- To provide administrative support to Mollii suit customers
- To provide administrative support to the CEO and the office team
- To manage and streamline the information held by the Centre across its various databases and to support the fundraising team in relation to the management of the information stored on its database
- To be the first port of call in relation to IT issues
- To be responsible, along with all other members of the staff team, for the observance and implementation of all of CPotential and Woodstar School's policies and, in particular, to share our commitment to safeguard and promote the welfare of the children who attend the Centre and school.

Main Responsibilities

Reception Function

- To ensure that all visitors and callers are dealt with promptly, courteously and sensitively and in accordance with our safeguarding and fire procedures
- Specific fire procedure responsibilities
- To maintain the Centre's public email systems i.e. main email address and website enquiries
- To frank and take the post to the Post Office on a daily basis
- To ensure that the franking machine has sufficient supply of money and ink to meet the Centre's postal needs
- To ensure that the Centre has sufficient stock of stationery, printer and sundry supplies

Administrative support for the School

- To act as the first port of call for the School and Nursery ensuring that enquiries and messages from parents and others are managed accurately, effectively and efficiently
- To act as the front of school; receiving pupils on arrival and overseeing their departure from the building
- To maintain the children's records, organising and filing documents and computer based information in consultation with the Head of School, ensuring that due attention is given to confidentiality of information
- To prepare and organize the relevant paperwork for a range of meetings including the children's annual and bi-annual review meetings. To attend the meetings, taking and circulating associated minutes, reports etc
- To arrange transport and external resources for school trips and events
- To liaise with external transport providers as necessary, for example, in relation to school closures etc.

Administrative support for the Early Intervention and Sessional Services (EISS) Team

- To act as the first port of call for the EISS team ensuring that enquiries and messages from parents and others are managed accurately, effectively and efficiently
- To maintain the children's records, organising and filing documents and computer based information in consultation with the Head of School, ensuring that due attention is given to confidentiality of information
- To manage and co-ordinate booking systems for Early Intervention and Sessional Services
- To take payments for sessional services and issue receipts, recording the payments as per the Centre's financial procedures

Administrative support for the Mollii team

- To manage the bookings for Mollii suit assessments, ensuring that enquiries and messages from parents and others are managed accurately, effectively and efficiently

Administrative support for the CEO and office team

- To undertake photocopying and provide other limited support

Managing the Centre's information

- To keep a log of staff sickness and to initiate the return to work procedure
- To manage the Centre and School central diary, updating the staff room noticeboard as required
- To streamline the Centre's non-fundraising databases ensuring the information is up-to-date and accurate
- To work with the Fundraising team in the management of the information stored on the Harlequin database
- To ultimately move the non-fundraising information over to the Harlequin database so that all the Centre's information is stored in one place
- To retrieve information from the databases on request
- To work closely with the General Data Protection Officer to ensure that all the information is stored in line with the requirements of the GDPR.

IT

- To be the first port of call for staff who have IT issues and, if you cannot fix the problem, to liaise with our IT provider ensuring the problem is addressed and resolved
- To prepare digital resources for pupils, such as editing a DVD for pupils' annual reviews, producing posters and educational resources in consultation with the frontline and Marketing teams
- To undertake any other activities that might reasonably fall within the remit of the post.

Note: This job description might be subject to change in the light of the developing needs of the organisation and in consultation with the job holder.

Person Specification: Centre and School Secretary

Educational and Formal Qualifications

Minimum and/or Essential

Level 3 qualifications

Desirable

Degree in Business/Administration or similar

Skills and Experience

Minimum and/or Essential

- At least 5 years' experience in an administrative position
- Excellent typing and minute-taking skills
- Excellent IT skills including experience of Microsoft Outlook, Word, Powerpoint, Excel and Access
- Experience of establishing and working to effective office systems
- Experience of Database Management
- Experience of Diary Management
- Demonstrable written, verbal and listening skills
- Ability to troubleshoot IT issues

Desirable

- Experience of working in the charitable, education and/or disability sectors
- Experience of updating and maintaining websites
- Familiarity with Harlequin or similar database

Personal qualities

- Ability to communicate well, both orally and in writing, with a wide variety of people
- Ability to work independently, showing flexibility and exercising initiative
- Ability to maintain confidentiality and discretion at all times
- Ability to deal with people in a sympathetic and sensitive manner
- Commitment to the aims and values of the charity and to take responsibility, along with all members of staff, for promoting and safeguarding the welfare of the children.

Note: The successful candidate for this post must be in possession of a DBS Enhanced Disclosure before taking up the position.

Benefits of working at CPotential

As a CPotential member of staff, you are one of the charity's most important assets. We want you to love working for us and to develop personally and professionally while you're with us to give us your best.

Holiday

It's important to recharge your batteries, so we offer a generous holiday allowance of 30 days, in addition to eight Public Holidays and extra days over the Christmas break, when the Centre is closed.

Cycling

If your main mode of transport has two wheels, we have safe places to keep your bike during the day and a shower on site so you can start the day daisy fresh.

Free parking

A rare commodity in London, we have free parking available if you want to drive to work.

Learning and development

We offer life-changing learning to the children and young people we work with and we value your learning just as much. All staff can access in-house training and we budget for external training too.

Family support

We offer a range of benefits to support family life, including parental leave and compassionate leave when needed.

Pension scheme

We offer the NEST pension scheme, for which all staff are eligible from the first day of employment.

Employee Assistance Programme

It isn't in anyone's best interests if you have issues that are keeping you awake at night. We subscribe to an Employee Assistance Programme, so that you can access 24 hr support for things that are bothering you, whether at work or home.





**CPotential is the new name for
The London Centre for Children with Cerebral Palsy**

cplondon.org.uk

143 Coppetts Road
London N10 1JP

T: 020 8444 7242 E: info@cplondon.org.uk

CPotential is the operating name for CPotential Trust

Registered Charity No. 1124524 | Company No. 5848363, registered in England and Wales