



The Wickbourne Centre, Clun Road, Littlehampton, West Sussex, BN17 7DZ
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Job Advertisement:



Admin Assistant, Playcentre Wickbourne

Are you experienced in administration? Do you have a passion for organising and coordination? Could you join our childcare team as an Admin Assistant?

Arun Church is looking for an Admin Assistant to support the Manager at **Playcentre Wickbourne**, our highly regarded pre-school. You will be an organised, hard-working individual, dedicated to providing an excellent service to young children and their parents.

Our [Playcentres](#) are open for 2-4 year olds during term-time from 9am to around 4pm in our modern facilities. In addition to a strong focus on play indoors and outdoors, we excel at providing the best level of care in a safe environment for our children, including those with additional support needs.

- £12.42 per hour.
- 6.5 hours per week.
- Wednesdays between 9am and 4:30pm.

Appointment to the post will be subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) check, and registration with Ofsted.



Job Description: Admin Assistant

About Us:

Arun Church is a vibrant organisation that is passionate about serving God and changing our community for the better. We run many initiatives including CAP Debt Help, Arun Youth Projects, Playcentres, Refresh coffee shop and social activities in addition to our Sunday services. Our offices are at the Wickbourne Centre which is owned by the Church. We also own premises at 102-104 The Street, Rustington where we lease offices to tenants upstairs and our Playcentre downstairs. We meet on Sundays at The Littlehampton Academy.

Playcentre Wickbourne is a pre-school for children from the age of 2 to when they start school. We open from 9am to 4pm term time only in our modern and spacious facilities. In addition to a strong focus on play both inside and outside in all weather, we excel at providing the best level of care in a safe environment. We work closely with statutory and voluntary sector colleagues to support families, and our staff go above and beyond to make a lasting difference to these young lives. As part of Arun Church, we're on a mission to bring life to families every day through our childcare.

Our Vision, Mission and Values:

Our vision is to see the good news of Jesus change lives, communities, and the world. Our mission is **bringing life to everyone, everywhere, everyday**. We want to empower our church and our employees to bring life wherever they go. That will look different in each context, but is typically about being a source of joy, energy, and compassion to others. We understand that not all employees will share our faith or the motivation behind what we do, however we do expect all staff to agree with our aim of making a difference to the people and community around us, and to respect our method of doing so.

The following values describe who we are and who we want to become as an organisation. They guide us in our day-to-day conduct, our decision-making, and in our hiring:

- **God First:** we take our cue from the life of Jesus outlined in the Bible, and our actions are informed by His example. We ask employees that do not have a Christian faith to work in a way consistent with the teachings of Jesus such as showing compassion, serving others and being non-judgmental.
- **Passionate:** we are motivated by excellence and a desire to make a difference
- **Brave:** we are not afraid to take risks or to fail, but we always try
- **Generous:** we freely give our resources to enable others
- **Together:** we support and value each other, celebrating teamwork and championing individuals

Job Description: Admin Assistant

Role Purpose:

To provide a friendly, impartial frontline service to the public, with administrative support to the Early Help Family Hub and Arun Church.

You'll play a key role in ensuring the Wickbourne Centre is safe, welcoming, and accessible for families, children and young people. You'll work as part of both Arun Church and the Family Hub teams, providing information, advice and guidance around a range of issues to families, children and young people aged 0-25.

Having a good understanding of what services are available in the local community for families, children and young people and being confident to signpost to these will be key. You'll help to maintain effective relationships with a range of partners to ensure the smooth running of services to meet the needs of our local communities.

You'll understand the importance of early years provision and the difference this makes to children and will assertively promote Free Entitlement funding to families to ensure they access this provision.

Key tasks:

1. **Excellent Customer Service**

To provide excellent customer service by acting as a point of contact for the Playcentre.

- a. To welcome parents and children, helping them to feel comfortable and at ease.
- b. To support families, children and young people seeking information, advice, and guidance.
- c. To deal with complex queries, liaising with church and WSCC colleagues and ensuring accurate and timely recording of information.

2. **Effective Communication**

To ensure clear and timely communication with all parties connected to the centre.

- a. To communicate with members of the public, professionals and colleagues to deal with enquiries, solve problems and give advice (e.g. answering queries about childcare, training, procedures etc. and advising where to obtain support for children, young people and families).
- b. To communicate with others through face-to-face, telephone, email, and social media, including taking clear and accurate messages and dealing with customer comments and complaints.
- c. To help produce displays, leaflets and newsletters which promote key services to parents.

3. **Administration**

To ensure accurate recording of relevant information for the smooth running of the Playcentre and its services.

- a. To liaise with parents and ensure all forms, applications and bookings are completed and filed.

- b. To input and update child records in our Tapestry software.
- c. To produce and prepare reports, spreadsheet information, packs relating to specific events or projects.
- d. To assist with recording and updating confidential information such as accident forms, safeguarding records, and childcare funding applications.
- e. To make purchases or place orders on behalf of the setting as required, such as stationary orders, training bookings, etc.
- f. To prepare and send invoices to parents, following up on payments.

4. Other duties

- a. To work within our Safeguarding processes, reporting any concerns to the Designated Safeguarding Lead immediately.
- b. To attend weekly staff meetings and monthly line management supervision, and to undertake training as required.
- c. To help monitor budgets, following all relevant financial control procedures and assist with purchasing and expense requests.
- d. To carry out other such duties as may be required from time to time.

Person Specification

These will be used as the shortlisting criteria.

Qualifications

- **Essential:** 4 GCSEs with A-C (9-4) passes including Maths and English, or equivalent qualification or experience demonstrating that level of numeracy and literacy
- **Desirable:** An IT qualification or equivalent experience demonstrating good working knowledge of IT systems & procedures.

Personal qualities and values

- **Essential:** Good interpersonal skills with the ability to confidently work with children, young people and families (e.g. dealing with complex queries and family issues, responding appropriately to challenging behaviour such as aggressive or distressed individuals). An understanding of and sympathy towards the Christian faith.
- **Desirable:** A friendly, enthusiastic, and reliable character with a proven record of training and ongoing personal development.

Knowledge and experience

- **Essential:** Experience of dealing with the public and providing excellent customer service, including providing specialist information, advice, and guidance.
- **Desirable:** Experience in the delivery of child or family support services in the statutory or non-statutory sector

Technical proficiency

- **Essential:** Proficient IT skills, using Microsoft Office Suite, to be able to use the Service computerised databases, photocopiers, scanners and the internet.
- **Desirable:** Experience of CRM software solutions and multi-channel customer service.

Key Skills

- **Essential:** Good communication, customer service and interpersonal skills to interact effectively with the general public and colleagues.
- **Desirable:** Ability to meet set deadlines and to understand when problems need to be referred, (e.g. in responding to complaints promptly for a quick accurate solution).

Other abilities

- **Essential:** Ability to work as part of a team completing shared tasks in order to deliver a service to others. An understanding of safeguarding principles, and an ability to work in a way that promotes the safety and well-being of all.
- **Desirable:** Good analytical and judgement skills in order to effectively assist with customer queries

Other information

Hours:	6.5 hours per week. Although the pre-school is open 39 weeks a year, this role is all year round.
Work Pattern:	To be confirmed. Likely Wednesdays between 9am-4:30pm.
Work Base:	Playcentre Wickbourne, The Wickbourne Centre, Littlehampton, West Sussex, BN17 7DZ
Reports to:	The Pre-School Manager
Contract	Permanent
Salary:	£12.42 per hour.
Pension:	Employer contributions start at 5% of salary.
Annual Leave:	25 days per annum pro rata, plus bank holidays.
Probation Period:	3 months
DBS:	Appointment to this post is subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) check.
Company Employment:	Arun Church have several different companies under the church umbrella. Employment for this role is through Arun Community Church: Wickbourne Centre a registered charity (1107647) and Limited Company (05183674).

Inclusion and safeguarding

As a church we are committed to serving and respecting all people regardless of their gender, marital status, race, ethnic origin, religion, age, sexual orientation, or physical and mental capability. We recognise that people hold different values and beliefs to our own and we acknowledge the freedom of people to hold and to express these respectfully and freely within the limits of the UK law. We will never impose our Christian faith on others but allow spaces to explore belief and values in a respectful environment. We form partnerships with other churches, voluntary groups, statutory agencies, and local government where appropriate to provide the best service for our community.

Arun Church recognise our responsibility for safeguarding and that everyone has a right to be safe from harm. Everyone in our care will be valued and respected, and their needs put first. We will challenge stereotypes and assumptions while recognising that some people are vulnerable and may require additional support. We recognise that creating a culture of safeguarding is everyone's responsibility and applies to all staff, trustees and volunteers

working across the whole organisation. Our safeguarding policy is available to everyone at arunchurch.com/safeguarding.