

Team Administrator Family Wellbeing Service

Job Description

**Who we are**

The Eikon Charity helps children and young people in Surrey to feel and be safe, heard, and supported. We listen, talk, and help them build the skills and confidence they need to thrive. And we work with families and professionals to make sure that everyone gets the support they need. We are looking for people with passion and expertise to join the team.

**Our vision**

For all children and young people in Surrey to be safe and to thrive.

**Our mission**

To enable and support children and young people in Surrey to have the wellbeing and resilience they need to stay safe and to thrive.

**Our values**

We elevate and amplify the voices of children & young people.

The needs of young people guide everything we do, shaping every decision and action we take.

We act with compassion.

We empathise with the pressures of modern life and feel compelled to help without judgement.

We work together.

Partnering with parents, carers, schools, policymakers, and young people themselves helps us all to succeed.

We take responsibility.

We recognise our part to play in the future of children & young people, and we hold ourselves accountable for their success.

**Our culture**

We recognise our collective strength and champion the power of individuals. Our teams are amazing and inspire people every day. We work hard to create an environment where all of our staff and volunteers feel comfortable to bring their whole selves to work.

Diversity enriches us and improves the support we give children and young people.

The work we do creates change to be celebrated, rewarding moments, and outcomes to be proud of every day. It can also bring professional and personal challenges to each of us.

We support each other to share our moments of success, do the best we can for young people, ensure everyone enjoys their work, and support our colleagues when they need it.

**The practicalities**

**Location:** Office based:Eikon Offices, New Haw

**Length of Contract:** Permanent

**Hours:** 18.75 hours per week

**Pay:** £26,500 to £28,500 FTE (£13,250 to £14,250 pro-rated)

**Benefits:** 5 weeks holiday a year plus Bank Holidays

Sick pay

Safeguarding training

Flexible working where role allows

Pension scheme

Employee Assistance programme

**Your line manager:**  Service Delivery Manager (Family Wellbeing Service)

**Your team:** Family Wellbeing Service

Provide administrative and coordination support to the Family Wellbeing Service that support families across Surrey with wellbeing and mental health literacy as well as specific EBSNA and ND support. Work proactively, use their own initiative and work unsupported to achieve tasks. The administrator will provide administrative support to a service that is currently in development, with plans to grow over 4 years, with 8 practitioners as well as liaise with partner agencies and stakeholders to ensure the smooth running of this service

**Responsibilities**



* Using a variety of software packages, such as Microsoft Office suite, mail chimp, poll daddy and Survey Monkey
* Answering telephone and email queries from partner organisations, external agencies and parents/carers
* Contacting families via the telephone and email, that are referred to Eikon Family Wellbeing Service
* Production and creation of letters, correspondence, leaflets, newsletters and supporting the production of website content
* General administration work including filing, archiving, retrieving information and documents
* Provide, record and report the appropriate data to ensure support programmes can be accurately monitored and evaluated
* Set up and maintain excel spreadsheet that tracks and monitors status of all cases referred to the service
* Support the Service Delivery Manager in the maintenance and monitoring of the service tracker
* Create and maintain processes for receiving service feedback and monitoring and reporting service impact data
* Be responsible for entering Direct Referrals and Mindworks referrals on to organisation database along with any corresponding case allocation administration
* On-boarding of new referrals ensuring are contacted within the agreed contract guidelines. Once initial calls are completed, to ensure these are moved to the correct service pathway
* Monitor the return of consent and registration forms
* Carry out administrative tasks associated with follow-up on all missed sessions, cancellations, queries and case closures
* Create, maintain and monitor a booking system for individual, group and online sessions and all corresponding tasks e.g. room booking, calendar updates and sending meeting links/information to recipients
* Create and support the monitoring of wait lists for the various services and subsequent case allocation to practitioners
* Carry out ‘check in’ communications with families on our waiting list and escalate any new concerns to appropriate staff
* Record all communications with families and professionals related to specific cases on Evide
* Create, maintain and monitor attendance lists for any groups
* Ensure all data and information is uploaded onto all relevant databases
* To organise the administration of all group work delivered by the Family Wellbeing team, in both schools and community settings
* To support Service Delivery Manager with the review of wait list and active cases with practitioners to ensure all sessions and meetings have been planned in and appropriate actions taken and recorded
* To support the Service Delivery Manager in identifying where administrative improvements and efficiencies can be made
* Support the Family Wellbeing team with administration relating to their work with CYPF record keeping
* Monitoring general phone calls and email enquiries, ensuring these get forward to the correct recipient

**Organisational requirements**

* Understand and act when safeguarding issues need to be escalated
* Work within Eikon’s internal policies, safeguarding and data protection regulations
* Work as part of a team and attend team meetings, training events and participate fully in 1:1
* Work co-operatively and under the management of The Eikon Charity staff to ensure the highest quality of delivery and support
* Be responsible for equipment/resources
* To promote, monitor and maintain health safety and security in the working environment
* Other work as requested by your line manager as needed to support our aims

**About You**

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| **Criteria** | **Assessed by** | **Essential / Desirable** |
| **Your Qualifications** | | |
| Data entry experience or related office experience that  shows a high level of attention to detail | Application form and Interview | Essential |
| Excellent working knowledge of MS Office Products | Application form and Interview | Essential |
| Commitment to continuous development | Application form | Desirable |
| Current Safeguarding training/willingness to complete training | Application form | Essential |
| **Your Experience** | | |
| Experience of collaborative working within youth services, education, social care or equivalent setting, in particular project delivery for young people | Application form / Interview | Desirable |
| Experience of recording outcomes using an agreed goal- based outcome tool. | Application form / Interview | Essential |
| Experience of building trusted relationships with schools and partnership working | Application form / Interview | Desirable |
| Administration or related office experience that shows a high  level of attention to detail | Application form/Interview | Desirable |
| **Your Skills & Competencies** | | |
| Strong interpersonal and communication skills | Application form / Interview | Desirable |
| Proactive approach with strong planning, implementation  and multi-tasking skills, ability to work to deadlines | Application form/Interview | Essential |
| Knowledge of legislation around safeguarding, equality and diversity and information sharing and consent | Application form / Interview | Essential |
| Demonstrate that they can work proactively, use own initiative, and work unsupported to achieve tasks | Application form/Interview | Essential |
| Comfortable reacting to urgent and unexpected demands  and juggling priorities accordingly | Application form/Interview | Essential |
| Excellent attention to detail and accuracy, with confidence in  managing data and keeping accurate records | Application Form/Interview | Essential |
| Ability to write reports and produce other management  information | Application form/Interview | Essential |
| Ability to follow data protection policies and guidance | Application form/Interview | Essential |
| Understanding of apply safeguarding and child protection  procedures | Application form/Interview | Essential |
| **Other** | | |
| Full UK Driving License and able to travel around Surrey | Application form | Desirable |

This Job Description and Person Specification reflects the duties of the post as they exist at this time and may be subject to change based on the needs of the Department Programme. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

**Eikon is committed to safeguarding and promoting the welfare of young people and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process.**

**An offer of employment will be subject to an approved Enhanced DBS and Barring Disclosure.**

The Eikon Charity is committed to a policy of equality of opportunity and aims to provide a working environment which is free from unfair discrimination and will enable employees and volunteers to fulfil their personal potential.

**Applications**



**As part of our Safer Recruitment Policy, we do not accept CVs.**



If you are interested in applying for the role, please visit our website: [www.eikon.org.uk](http://www.eikon.org.uk)/work-for-us/ where you will find all the information and the application form.

If you have any questions, please contact [recruitment@eikon.org.uk](mailto:recruitment@eikon.org.uk)

**Closing date for applications: Friday 28th November @ 1300**

**We are scheduling interviews for w/c 8th December 2025**

We do not provide feedback on applications.

We are happy to provide feedback to unsuccessful candidates who attended an interview upon request.