United Kingdom Jobs Expertini®

Early Years Administrator

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Company: Bright Horizons

Location: Twickenham

Category: other-general

Nursery: Bright Horizons Oak Lane Day Nursery and Preschool

SalaryStarting from £27,781.08 per annum (dependent on qualification/s and experience)

LocationTwickenham, London, TW1

We are looking for a full time, Administrator to join our Bright Horizons Oak Lane Nursery, situated close to Twickenham and St Margaret's train stations and Richmond tube.

Our 71-place nursery is proudly Ofsted rated 'Good'. The nursery has been open since 2016 and is thoughtfully designed, having five home bases tailored to each age group. The nursery also features a fantastic outdoor garden!

Responsible for:

Lead development and implementation of parent outreach initiatives to increase utilisation, registrations, and memberships in the nursery to meet occupancy budgets.

Proactively support to the manager when offering new nursery places, selling extra sessions and managing changes in booking patterns

Support parents with financial queries or concerns, offering solutions where possible.

Lead and manage back up care bookings and enquiries.

Adhere to organisational policies and procedures inclusive of the COR process.

Ensure Redfish is up to date. Check accounts are allocated charged correctly, leave dates are input within the required notice period, correct discounts and correspond with parent

payments.

Make effective and efficient use of systems and contribute suggestions and ideas on how to improve system performance.

Co-ordinate the monthly invoice run and encourage the use of the parent portal to view statements and invoices.

Responsible for the collection of monthly invoice debt, inclusive of suspension of nursery places, payment plans and legal referrals, in collaboration with the nursery manager.

Control and administrator tasks relating to funding and headcount, working in partnership with our funding team.

Support the Nursery manager with any additional client administrative tasks, including writing monthly and quarterly client reports.

Attend and contribute to local authority NEG training sessions

Essential Experience:

Significant experience in a customer service setting. Demonstrable experience in delivering outstanding customer service, both internally and externally, and in person over the phone.

Demonstrable track record of resolving issues for customers.

Ability to make independent decisions based on information and data

Should be able prioritise and work in a fast-paced environment

Exceptional organisational skills

Strong computer skills to manage daily responsibilities - Word, Excel, PowerPoint, Data Entry

Maintain confidentiality in accordance with GDPR

Desirable Experience:

Previous experience of working in an Early Years administrative role

Qualifications

Level 2 qualification in Business Administration.

Personal attributes

NVQ in Business Administration or equivalent

Paediatric First Aid

First Aid at work

Strong computer skills to manage daily responsibilities - Word, Excel, PowerPoint, Data Entry

Excellent communication and customer service skills

We look forward to receiving your application!

Apply Now

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