Job Description	
Job Title: Community Information Administrator	**Section:** Community & Partnerships
Work Location: Cheltenham and across all Aspire Centres	**Grade:** 4
Reporting to: Lead Community Information Administrator	**Date of issue:** Autumn 2026

Job Purpose:

The post holder will support the Children and Family Centres to facilitate access to Targeted and Universal support to families by;

- Providing a warm and welcoming front of house service to all our service users and visitors.
- Providing efficient and knowledgeable signposting advice to families such as information about debt advice, issuing of food vouchers, support to complete relevant forms etc. Publicising Aspire and third-party marketing materials.
- Offering excellent administration skills to meet the needs of the service.
- Development and maintenance of a locality wide Level 2 and Universal timetable.

Context in which Aspire Foundation Jobs are carried out:

The Foundation delivers services from Children and Family Centres across Cheltenham and Tewkesbury. Staff are required to work as a single team according to service area and be prepared to work flexibly across all sites operated by Aspire Foundation as the need arises.

Key Responsibilities:	
1.	Provide a warm, efficient and welcoming reception service for all visitors and telephone callers. To ensure that all Aspire sites adhere to safe risk management procedures at all times.
2.	Provide relevant and effective signposting to information, including online resources, and support, for a child, young person, parent or carer to address a particular need.
3.	Provide support in and across local centres, and other delivery sites.
4.	Support the delivery of universal services as may be necessary by a variety of methods.
5.	Build up knowledge and understanding of local resources, community, statutory and volunteer services and communicate effectively with them in the best interests of the child and family.
6.	Maintain up to date knowledge of all advice venues, triage all callers, referring service users to outreach advice venues where appropriate.
7.	Produce publicity, for all local groups, workshops and events, including designing and updating webpages, creating leaflets and flyers, keeping notice boards current, managing social media accounts etc ensuring they are current and updated.
8.	Assist families to access, build and maintain effective relationships with the Children and Family Centres and other support services ensuring equal access to all relevant services.
9.	Keep timely and accurate records of all interactions with Families. Working closely with the Data Monitoring Officer to ensure accurate information is available for monthly reporting requirements. Ensuring and adhere to confidentiality, safeguarding and information sharing protocols at all times.
10	Support any administration volunteers, students or apprentices working in the office. Support and be responsible for room bookings and be first point of contact for partners wishing to use

	the venue.	
11.	Deal with building maintenance and security issues and liaise with tradespeople and anyone responsible for the maintenance of resources, equipment and safety of the building in a professional manner.	
12	Produce reports, minutes of meetings, correspondence and any other required documents in a timely manner using Microsoft office applications.	
13	Assist managers to maintain efficient finance records, petty cash and receipts; process any income and code to relevant service and submit returns to central office. Work closely with and support the Finance Officer with relevant financial functions.	
14	Work within systems for the collection of statistical and qualitative data, which can be used to demonstrate outcomes and impact of services. Support staff with collection and collation of service user feedback and evidence of impact of the service on the wellbeing of children, parents and families across the localities.	
15	Promote a positive image of Aspire, assist in developing promotional materials and supporting awareness of our services.	
16	To play an active part in the team, working collaboratively to ensure the smooth running of the service and using informal and organised peer support effectively and shared learning opportunities.	
17	Use information technology and ensure that both computer and manual records are maintained in a timely and accurate manner. Take personal responsibility for maintaining Aspire Foundation standards of confidentiality and ensure GDPR compliance.	
18.	To be able to evidence Aspire values at all times:	
	Respect *"We value, accept, listen and support everyone"*	**Integrity** "We are honest, dependable and accountable for our actions"
	Collaboration *"We believe in the power of working together"*	***Excellence*** *"We strive to do our best through innovation & learning"*
19	**Equality, Diversity and Inclusion** Assist in the implementation of Aspire Foundation equal opportunities objectives with particular reference to any targets/positive actions set out in the Fairness and Diversity Strategy & Equalities Act 2010.	
20	**Safeguarding** To apply good safeguarding practice at all times and ensure that those policies and procedures are followed and that safeguarding training is undertaken when requested and to keep knowledge and practice up to date.	
21	**Health and Safety** To ensure a high priority is given to the management of health and safety; that all legal responsibilities are met by carrying out risk assessments and taking appropriate action as requested. To take a pro-active approach in ensuring personal health and safety is considered at all times and not to act in a way that puts anyone at unnecessary risk.	
22	**Special Conditions** • The post holder will be required to travel across the localities and therefore will need to have appropriate means of transport and business insurance to carry out their duties. • The post may involve work out of normal office hours to include evenings and weekends. • Enhanced DBS check required. • Undertake such other duties related to the work of the Aspire Foundation as may be assigned which are consistent with the nature of the job and its level of responsibility.	
23	**Principal Contacts** • Children and families • External Partners • Senior Management Team. • Children and Family Centre staff, to include all Family Support Workers, Community Family	

24.	Workers • Health, Social Care, Children and young people's professionals and the local community. • Private, voluntary and independent provider organisations and local government agencies • To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification		
Job Title: Community Information and Administration Officer		**Section**: Community & Partnerships
Work Location: At any Aspire Site as required		**Grade:** 4 *(SP 7-10)*
Date job description prepared/updated: Autumn 2026		
ATTRIBUTES	**ESSENTIAL**	**DESIRABLE**
Qualifications/ Training	• GCSE Grade C (or equivalent) in English and Maths. • Level 2 in Business and Administration or equivalent.	• Fire Marshall • First Aid
Experience	• General reception and office administrative experience. • Experience in dealing with members of the public. • Experience of dealing with petty cash.	• Signposting to other service providers. • Undertaking local research to identify services available.
Knowledge / Skills and Abilities	• High-quality customer service skills. • Computer literate, preferably in a Windows and Excel environment and good telephone skills. • Knowing when to deal with enquiries and when to pass tasks onto other colleagues. • Communicate effectively with a wide range of individuals, both verbally and in writing. • Willing to undertake further training to fulfil job role.	• The ability to respond appropriately to people who may be distressed/ confused/ angry/ etc.
Personal Qualities	• Able to use initiative and a positive outlook. • Forward planning and multi-tasking. • Desire to assist people and patient. • Efficient with a helpful disposition. • Calm under pressure. • Thorough and attentive to detail. • Willingness to participate in training. • Willingness to assist colleagues.	

Special conditions	• Must be committed to working as a member of a team to provide a high level of service to users. • Discreet & confidential whilst remaining professional, tactful & sensitive. • Full Driving Licence with business insurance. • Willingness, if necessary, to work in other team environments across other sites. • DBS clearance.	