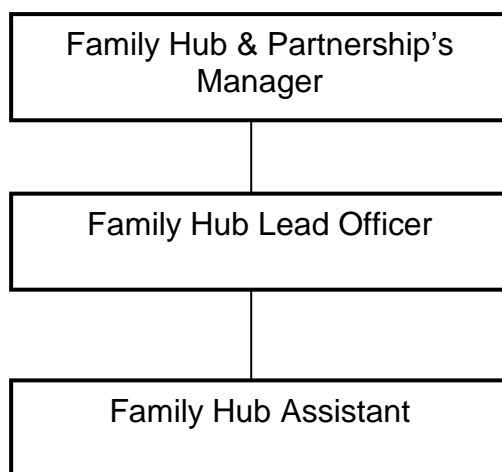




Job Description & Person Specification

Post Title	Family Hub Assistant				
JE Reference	W1009	Grade	C+	SCP Range	16 - 18

Reporting line:



Job Purpose:

To support the Family Hub Lead Officer and wider team to deliver high performing, cost effective services, to children, young people and their families in accordance with Safeguarding and early help procedures. The overall purpose of this role is to:

- Provide general administrative support to the Family Hub teams including performing reception duties as and when required
- Support in the facilitation of Family Hub activity sessions for children and their families
- Carry out health and safety tasks for the centres under the supervision of the Family Hub Lead Officers

Relationships:

Accountable to: Family Hub Lead Officer

Accountable for: N/A

General Contacts: Regular contact with Early Help colleagues, colleagues in Health Visiting, a broad range of partners and stakeholders from both the Statutory and Voluntary and Community Sectors, Children, Young People and their Families.

Key duties and responsibilities:

1. To provide and maintain good working relationships with all children, parents and carers including encouraging engagement into Family Hub services for those that are vulnerable, hard to reach or have additional needs.
2. To support the work of Family Hubs across the borough including the provision of day to day administrative support to the multi-disciplinary teams operating within them.
3. To be responsible for reception duties across the locality, including greeting and signposting visitors to relevant professionals, services and activities; and responding to enquiries both via telephone and face to face from parents/carers, colleagues and outside agencies.
4. To contribute towards financial monitoring by accurately raising purchase orders, processing invoices and receipting goods and services when delivered.
5. To be responsible for accurately maintaining up to date records through the collation and data entry of registration details and attendance information onto management information systems and databases.
6. To be responsible for convening and taking minutes of meetings as required and other routine clerical duties such as emails, filing and photocopying.
7. To be responsible for ensuring all incoming/outgoing mail and correspondence is duly processed and distributed.
8. To assist in the control of petty cash claims for reimbursement and the maintenance of accurate recording systems.
9. To assist in the maintenance of administrative stock and other resources for the Family Hubs and satellite centres
10. To act as key holder and have responsibility for opening and securing of Family Hub centres (including satellites) as necessary.
11. To be responsible for carrying out routine health and safety tasks and checks; and to also undertake any actions recommended following Family Hub centre audits, under the supervision of the Family Hub Lead Officer.
12. To contribute towards the planning, development and facilitation of activities for families with children under five in the Family Hubs and wider satellite centres.
13. To help support parents into training, volunteering and employment opportunities.

General/Corporate Responsibilities:

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council's corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures

3. To partake in the Council's and Directorate's staff training and development policies as well as the Council's system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

Last Updated: January 2019

Author: Nicola Hall

JOB TITLE	GRADE
Family Hub Assistant	C+

NOTE TO APPLICANTS

Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

CRITERIA	NECESSARY REQUIREMENTS		* M.O.A.
	Essential	Desirable	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with and engaging young children and their families in positive activities • Previous experience of word processing, email and the use of spreadsheets and databases • Previous administrative experience including working in a busy office environment • Cash handling • A commitment to equal opportunities and diversity • A commitment to further training and professional development 	<ul style="list-style-type: none"> • Experience of working in partnership with outside agencies and/or community groups • Experience of implementing best practice in relation to child protection and safeguarding children 	A, I, R
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Ability to work effectively as part of a multi-disciplinary team • Excellent organisational and prioritising skills • Ability to work independently and use own initiative • Able to work to deadlines • High level of self-motivation and enthusiasm • Ability to develop positive working 		A, I, R

	<ul style="list-style-type: none"> relationships with a wide range of people IT literate Ability to produce letters and reports Full UK driving license and access to own vehicle (or commitment to work towards within a specific time frame) 		
EDUCATION/ QUALIFICATIONS/ KNOWLEDGE	<ul style="list-style-type: none"> Good level of general education including GCSE grade A-C or equivalent in Mathematics or English Language NVQ level 3 in Childcare, Community Development or Business Administration or prepared to work towards within a specific time frame Current First Aid at Work certificate, or prepared to work towards within a specific time frame Knowledge of health and safety policies and procedures, including risk assessment 	<ul style="list-style-type: none"> European Computer Driving Licence, or equivalent An understanding of child development and the Early Years Foundation Stage (EYFS) 	A, I, C
OTHER REQUIREMENTS	<ul style="list-style-type: none"> Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours Commitment to own continuous personal and professional development Strong team player, committed to an ethos of continuous improvement Proven ability to respond to internal and external pressures of the job including complex customer concerns Proven ability of ensuring that deadlines are met and work is prioritised accordingly Flexibility in response to business needs 	<ul style="list-style-type: none"> Evidence of own continuous personal and professional development 	A, I, C

	<ul style="list-style-type: none"> A commitment to the principles of confidentiality, information sharing and data protection 		
COMMITMENT TO EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> Commitment to equal opportunities and the ability to recognise the needs of different service users 	<ul style="list-style-type: none"> Evidence of having completed training in equality and diversity awareness 	A, I
COMMITMENT TO SERVICE DELIVERY/CUSTOMER CARE	<ul style="list-style-type: none"> Commitment to provide a customer-focussed service 	<ul style="list-style-type: none"> Evidence of surpassing customer expectations or service targets / goals 	A, I

METHOD OF ASSESSMENT: (*M.O.A.)

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE R = REFERENCE