

**Job Description**

**Job Title: Supporting Families Officer**

**Salary Grade: Grade 4**

**SCP: 12 - 17**

**Job Family:**

**Job Profile:**

**Directorate: Early Help**

**Job Ref No:**

**Work Environment: Agile**

**Reports to: Supporting Families and External Funding Co-ordinator**

**Number of Reports: 0**

Your normal place of work will be at the Stanfield Centre, but you may be required to work at any Company recognised workplace.

This position requires an Enhanced Disclosure and Barring Service (DBS) Check.

**Purpose:**

To support the Supporting Families and External Funding co-ordinator to track data regularly that assists and supports recommendations made to the Service Manager of Prevention and Innovation to meet the needs of the Supporting Families agenda.

**Key Responsibilities:**

* To support the collation, analysing and monitoring of supporting families data which contribute to the improvements of service delivery.
* To gather and maintain performance information to meet local and national requirements set out by Department for levelling up, Housing and Communities.
* Supports the delivery of performance management and business intelligence within the Strengthening Families Delivery Model
* Supports the planning, development, improvement and implementation of supporting families including, effective data collection, performance monitoring and benchmarking.
* Supports the delivery of key national returns including: Supporting Families Data, Cost Benefit Analysis, Payment by Results Claims, Freedom of Information requests and other Evaluation.
* To support the production and analysis of relevant performance information and business intelligence via written and verbal reporting.
* To support on developments within Liquid logic to support Supporting Families claims.
* Support the Supporting Families and External Funding Co-ordinator data maturity alongside ICT.
* Support the Supporting Families and External Funding Co-ordinator on funding bids for prevention and early help, and co-ordinate work with the Transformation Team and the Council on other projects.

**Other**

* Alongside the Supporting Families and External Funding Co-ordinator, monitor and quality assure the impact of the supporting families claims
* Ensure that all appropriate Early Help, safeguarding, child protection and staff conduct, and safety policies are reviewed and disseminated regularly.
* Support the Together for |C and its partners during any relevant inspection, including Ofsted inspections, providing such performance data, documents, and analyses as are requested.
* Promote the work of the Prevention and Early Help Service among partners, celebrating success and encouraging improvements in service provision at all levels.
* Have oversight of staff health and safety and buildings management where appropriate
* Attend such staff meetings, briefings and training as required by the Director of Early Help as part of the wider Early Help offer.

**Statutory requirements:**

In line with the Together for Children’s Statutory Requirements, all employees should:

* Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.
* Comply with the principles and requirements of the Freedom in Information Act 2000
* Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information.
* Undertake the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.
* This position is a politically restricted post as identified by Together for Children and in accordance with The Local Government and Housing Act 1989 (LGHA).



**Person Specification**

**Job Title:** Supporting Families Officer

**Role Profile reference:**

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| **Essential Requirements**  |
| **Qualifications:*** Level 2 English (Grade C GCSE or equivalent)
* Level 2 mathematics (Grade C GCSE or equivalent)
* NVQ Level 2 in Business Administration or relevant equivalent qualification
 | Application Form / Interview |
| **Experience of:*** Experience of working with performance information,
* Experience of undertaking data cleansing activity
* Dealing with internal and external customers/stakeholders
* Working in a challenging and pressured environment
* Multi-agency, inter-disciplinary working
* Experience of handling sensitive and confidential data and undertaking sensitive tasks with knowledge of the Data Protection Act and other relevant legislation.
 | Application Form / Interview |
| **Knowledge and understanding of:*** Knowledge of Microsoft Excel and how it can analyse data
* Understanding on core IT systems used by TfC for case management and reporting
* Knowledge of available information technology that can support performance management.
 | Application Form / Interview |
| **Ability to:*** Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding
* use and understand numerical information in a variety of formats
* Interpret and evaluate data to develop analyses and projections.
* Assess customer requirements.
* Demonstrate communication and influencing skills.
* Demonstrate strong time-management skills.
* Work independently, flexibly and on own initiative
* Make decisions and problem-solve
* Prioritise or reprioritise workload, meet stringent deadlines and targets and work to national standards
 | Application Form / Interview |

 **Author**: Jane Wheeler

**Date**: March 2022