

JOB DESCRIPTION

Job Title	Family Hub Business Support Officer
Position Number(s)	
Department	Family Services
Section or Service	Early Help
Grade	Grade D

DESIGNATION:

Responsible to:	Children's Centre Operational Lead
Employees directly supervised (if applicable):	N/A
Family Tree:	
<i>Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.</i>	

1. JOB PURPOSE:

To provide business and administration support to managers and front line staff across the early help service and, along with practitioners, providing a welcoming first point of contact at children's centre sites as required across the family hubs.

Database maintenance – access and update relevant databases and generate reports for management information in a timely and efficient manner; organise and maintain records and documents using the appropriate council process / system. Ensuring all new family's details are registered.

2. DESCRIPTION OF DUTIES:

1. To greet visitors and provide a welcoming first point of contact, dealing confidently & constructively with enquiries in an articulate and helpful manner; provide an efficient customer facing service to users of Early Help and input information onto the relevant databases.
2. Database maintenance – access and update relevant databases and generate reports for management information in a timely and efficient manner.
3. Create more complex documents, reports, correspondence etc. from the information provided, using standard formats and software
4. Organise and maintain records and documents, ensure all new family's details are registered and process and maintain referral, service activity and service user information on all appropriate systems.
5. Communicate effectively and act as point of contact for the service. Resolve problems, within scope of role, escalating to line manager as required.
6. Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.
7. To provide information to users and potential users on services and activities available through settings across the hubs.
8. To ensure that all timetables and information are up to date and available for families and partners attending Children's Centre buildings.
9. To collect details from parents/carers relating to themselves and their children for centre evaluation statistics and ensure data entered onto appropriate database in a timely and accurate manner.

10. Assist the managers to coordinate IT issues and accommodation needs for the building. Building security includes alarm maintenance, liaising with workperson /tradesperson etc, reporting of faults
11. Provide reports on the performance of the service (includes preparation for Ofsted inspections) any other data requests as required.
12. Organise meetings including booking rooms and managing invitations and prepare the necessary materials including reports, presentations, agendas and minutes.
13. To communicate, sensitively & efficiently with all levels of management, and other establishments/outside organisations delivering services and activities through the centre, in person and on the telephone, having special regard to the council's customer care policy
14. To order equipment, monitor and process invoices and follow the local authority's financial processes.
15. To maintain a room bookings system and assist with security and safety arrangement for the centre or other venues.
16. To provide general administrative support to facilitate the day to day running of the service
17. To develop knowledge and skills that contribute to the overall enhancement of the service through attending relevant training courses
18. To develop and maintain effective communication systems and case management systems in line with best practice including retention, confidentiality and GDPR requirements
19. To provide cover for other Business Support Team members

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Family Hub Support Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications: N/A
C	Skills; Experience and Attitude Essential: - Committed to good customer care - Excellent organisational skills - Experience in working in a children's centre is desirable - Customer service skills. Friendly, welcoming and inspiring confidence. - Systematic approach. Absorbing and providing information accurately and in user friendly ways. - Accuracy and attention to detail. Sensitive and responsive to client needs. - Excellent communication skills orally and in writing at all levels. - Good organisational skills, self-reliant, experience of prioritising and working to deadlines

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| | <ul style="list-style-type: none"> • Attention to detail, following procedures accurately. • Advanced IT skills, particularly on spread sheet applications and data coordination • Flexible, adaptable, creative and resourceful • Experience of working as part of a team and working under pressure. • Successful experience of using IT databases. • Experience of working with children and families, (desirable) • Substantial experience of database management and maintenance. • Able to analyse and evaluate data and identify trends and issues. • Excellent knowledge of maintaining office systems. • Excellent knowledge of financial administration • Experience of site responsibilities, e.g. security, maintenance, evacuation and Health & Safety procedures • Understanding of Children's Centres and Early help Services |
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.

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WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.