



Relationship Support Administrator

Relationship Support Services, Head Office Islington

22.5 hours per week

£20,539 - £22,398 pro rata per annum (inclusive of Inner London Weighting)

This post is part of a small, proactive team, which provides administrative support for the Separated Parents Information Programme (SPIP) that is commissioned by CAFCASS. SPIP is a course that helps parents understand how to put children first while they are separating, even though they may be in dispute with the child's other parent. The course helps parents learn the fundamental principles of how to manage conflict and difficulties.

Family Action administrators are a key point of contact for all aspects of service delivery including; Family Action staff, stakeholders and the general public. The post holder will:

- Be responsible for handling enquiries from parents both by phone and e-mail and will be professional and courteous at all times
- Book parents onto appropriate programmes in a helpful and timely manner to ensure attendance targets are met.
- Ensure all parent correspondence is sent out in a timely fashion and that all internal monitoring systems are kept updated.
- Work within specified systems including databases, mail merge and automatic messaging services whilst complying with data protection.
- Undertake a range of administrative duties, which require a high level of accuracy.

The successful candidate will have proven experience of working under time pressures in an office setting, keeping accurate data on both electronic and paper based administrative systems. They will be competent in Microsoft Office, and be a good communicator with a polite and friendly telephone manner.

We are forward looking, ambitious and with a commitment to continuous improvement. We are a people focused, can-do organisation, which strives for excellence in all we do and operate with mutual respect. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.

For an application pack and further information, please visit www.family-action.org.uk/workingwithus

Please email completed applications to: completed.application6@family-action.org.uk

Closing date: 02 July 2018, 9am

Family Action offers good working conditions, a comprehensive training programme and a Group Personal Pension Scheme (GPPS). We welcome applications from all sections of the community.