

Job Description

WellFamily Business Support Officer

Hours: 22.2 hours per week

Grade: Grade 1 pt. 6 – 10) pro rata

Service: Gainsborough WellFamily Project (16 – moth pilot)

Reports to: WellFamily Coordinator

Principal Accountabilities:

1. Undertake all administrative tasks and support the WellFamily Coordinator, Operational Manager and the team to ensure the service run effectively and efficiently at all times.
2. Disseminate and collate the annual satisfaction survey, users and stakeholders feedback develop and maintain data gathering systems and support data analysis/outcome evaluation.
3. Support pilot development in coproduction with users, team and stakeholders. Attend various events to promote the service. To build and maintain effective professional relationships
4. Use available technology and communication methods to raise awareness of Family Action and WellFamily Project in the locality.
5. To work with Practice Managers / site supervisors to identify, report and respond as appropriate to any operational issues
6. To ensure service follows health and safety regulations/policies i.e. staff inducted to working bases, managing whereabouts as relevant etc.
7. Collate and maintain 'local services database' incl. information on how to access and update on a regular basis.
8. Comply and follow Family Action finance procedures i.e. processing invoices.
9. Making sure that resources are managed effectively and efficiently to meet the needs of clients and families. Replenish consumable resources (as required).
10. Support Coordinator and the team in managing referrals, support triage processes as required

11. Analyse and interpret data to understand the needs of users within the service and to ensure that stakeholders are up-to-date and understand the priorities.
12. Oversee the collection, collation and manipulation of a wide range of information and statistical data to generate reports, prepare letters, memos and documents. Regularly assist the WellFamily Coordinator and Operational Manager to create detailed and accurate reports for meetings. Taking accurate minutes of any meetings as required.
13. Set and manage appropriate systems for recording compliments, comments and complaints
14. Be first point of contact for general enquiries.
15. Liaise with Family Action Head Office teams i.e. Marketing, Digital Media, Finance and Corporate Service etc. Ensure service complies with FA policies and procedures.
16. Provide an efficient, accurate and professional response to all communication, whether by telephone, email or face to face
17. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's and local procedures for promoting and safeguarding the welfare of children and vulnerable adults.
18. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
19. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
20. To work flexibly as may be required by the needs of the service incl. some weekends and carry out any other reasonable duties as required.
21. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being people focused
 - Reflecting a 'can do' approach
 - Striving for excellence in everything we do
 - Having mutual respect for everyone we work with, work for and support through our services

Person Specification

WellFamily Business Support Officer

1. Extensive experience of providing administrative support in supporting service and/or a relevant qualification i.e. administration or business
2. Good IT and numeracy skills and demonstrable experience of using Microsoft Office systems and databases
3. The ability to take and write accurate and clear minutes of meetings and present in a professional format
4. Experience of setting up and running office systems, keeping detailed records, and supporting complex projects with multiple stakeholders
5. Experience of using available data in a way to communicate service needs and inform future development. Experience and skills in developing coproduction within project.
6. Excellent organisational skills and time-keeping with a strong attention to detail. Ability to prioritise, plan, organise and manage a varied workload and to work autonomously and flexibly in order to meet challenging and conflicting deadlines
7. Ability to problem solve, applying creativity and innovation
8. A commitment to excellent service delivery and service development within the team. A confident and professional approach and strong interpersonal skills, with the ability to communicate information effectively both verbally and in writing to a range of stakeholders, including children and young people, parents and carers and funders
9. Ability and enthusiasm to work effectively and independently with an appropriate amount of supervision and as part of wider Family Action teams
10. A commitment to ongoing personal professional development and to engage in regular supervision and Family Action's appraisal process
11. A commitment to apply Family Action's policies and procedures in every aspect of daily work including Health and Safety, Data Protection, Safeguarding of children and vulnerable adults

12. A commitment to equality of opportunity, and the ability to creatively apply equal opportunity principles to service provision and employment

13. Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- Being people focused
- Reflecting a 'can do' approach
- Striving for excellence in everything we do
- Having mutual respect for everyone we work with, work for and support through our services

14. Willingness to work flexibly to support the success of the programme, with occasional travel for meetings and training and to support colleagues in similar roles across the programme