



## JOB DESCRIPTION

Job title: Information, Advice and Administration Officer  
Service: Cumbria's: 0-19 Child and Family Support Service  
Grade: Grade 1 Point 6-10  
Hours: Full Time (37 hours per week) – x4 posts & part time (18.5 hours per week)  
x1 post  
Location: Carlisle

Responsible to: Child & Family Coordinator

### Function of job:

The post holder will share and embrace Cumbria's vision of 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be', by;

- Providing a warm and welcoming front of house service to all our service users and visitors.
- Providing efficient and knowledgeable signposting advice/brief interventions to children, young people and their families
- Publicising and Marketing Materials
- First Rate administration to meet the needs of the service.

### Key tasks and responsibilities:

1. Provide a warm, efficient and welcoming reception service for all visitors and telephone callers. To ensure that the venue(s) adheres to safe risk management procedures at all times.
2. Provide relevant and effective signposting to online information, advice and support, with a child, young person, parent or carer to address a particular need.
3. To deliver a range of one-off or very brief interventions to local families and to support the Child and Family Workers and C&FP&LW to deliver range of workshops and short-term interventions to local families to facilitate parents' understanding and awareness of their children's emotional, social and physical needs and improve their parenting skills. Providing support in across local centers, maternity hubs and other delivery sites.
4. To support the delivery of universal services as may be necessary, and to use these groups as an opportunity to assist Child & Family Workers & As to identify families unmet needs.
5. To prioritise the safety, wellbeing and healthy development of children through effective observation and assessments and by following safeguarding procedures and guidelines at all times (Family Action and CSCP - Cumbria Safeguarding Children Partnership).
6. To keep timely and accurate records of your work and adhere to confidentiality, safeguarding and information sharing protocols

7. To produce in line with Family Actions Marketing and communications Department, all local publicity for groups, workshops and events , including designing and updating webpages, creating leaflets and flyers, keeping notice boards current, managing social media accounts (FB/twitter) etc current and updated
8. Build up knowledge and understanding of local resources, communities, statutory services and communicate effectively with them in the best interests of the child and family.
9. Support any administration volunteers, students or apprentices working in the office. Support and be responsible for room booking and be first point of contact for partners willing to use the venue.
10. Deal with building maintenance and security issues and liaise with tradespeople and anyone responsible for the maintenance of resources, equipment and safety of the building in a professional manner.
11. Maintain up to date knowledge of all advice venues, triage all callers, referring service users to outreach advice venues where appropriate.
12. Word process reports, minutes of meetings, correspondence and produce any other required documents in a timely manner.
13. Ensure that staff and service users comply with health and safety policy. Assist with health and safety risk assessments. Ensure standards are maintained in accordance with legislation.
14. Assist managers to maintain efficient finance records, petty cash, credit card returns, and receipts; process invoices and any income and coding to each including service and submit returns to central office. Work closely with and support Data, Impact and Finance Officer with relevant financial functions
15. Set up and maintain computerised and manual systems and produce reports as required.
16. Process incoming referrals and confidential service user files on an electronic recording system.
17. Ensure smooth operation of tasks, such as photocopying, incoming and outgoing post, email communications, order stationery and equipment, filing and archiving, booking of rooms, maintain stocks as required.
18. Work within systems for the collection of statistical and qualitative data, which can be used to demonstrate outcomes and impact of services and Support staff with collection and collation of service user feedback and evidence of impact of the service on the wellbeing of children, parents and families in across Allerdale, Barrow, Carlisle, Copeland
19. Promote a positive image of Family Action, assist in developing promotional materials and supporting awareness of our services. Support managers in producing quarterly and annual returns/reports. Work closely with Family Action Head Office functions especially with Marketing and Communication teams.

20. To assist families to access, build and maintain effective relationships with the Centres and other support services. Provide outreach activities to improve the reach of services to children and families in the area and ensure that those families with most to gain from services are included and involved and have equal access to all its services.
21. To play an active part in the team, working collaboratively to ensure the smooth running of the service and using informal and organized peer support effectively and shared learning opportunities.
22. To participate and contribute in meetings with internal staff and external agencies. To take minutes of the meetings as appropriate
23. To undertake training according to the needs of the service.
24. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services
25. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
26. To comply with 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.
27. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
28. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required
29. To be willing to work outside normal core hours [9am-5pm] , evenings and early mornings and occasional weekend working .

## Person Specification

Education, Qualifications and Background	
1.	A good level of English and Numeracy to at least GCSE Level or equivalent (Grade C or above, essential). A willingness to undertake an Information, Advice & Guidance qualification is desirable
2.	Computer literate with experience of Microsoft systems
Abilities and Skills	
3.	Experience with children, young people and their families, this may include personal or volunteer experience Able to confidently signpost, run drop-in's and provide one off/brief interventions with families on a wide range of family support topics.
4.	Ability to complete all administration tasks using computerised systems, Email, Internet, Windows, Word, Excel, and Outlook, Powerpoint and Teams365,
5.	Ability to produce a suit of engaging Marketing and Communication Materials including updating Webpages, Social media accounts, flyers, posters, leaflets, etc
6.	Good command of English grammar and spelling, and the ability to take and write accurate and clear minutes of meetings and compose letters.
7.	Ability to maintain records, collate statistical information systems to input data and provide reports to evidence service impact and outcomes.
8.	Ability to work independently using own initiative, but also work as part of a complex and diverse multidisciplinary team, information sharing protocols and commitment to reflective practice and effective supervision.
9.	Awareness of health and safety systems within a busy office environment.
10.	Demonstrable knowledge and understanding, appropriate to your role of Child Protection procedures and Working together to Safeguard Children and ability to work in accordance with local and organisational Child Protection and Adult Safeguarding policies and procedures.
11.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>○ Being people focused</li> <li>○ Reflecting a 'can do' approach</li> <li>○ Striving for excellence in everything we do</li> <li>○ Having mutual respect for everyone we work with, work for and support through our services</li> </ul>

12.	Evidence of organizational and time management skills and the ability to prioritize tasks effectively. Ability to multi task within a busy, demanding environment and manage competing demands.
13.	The ability to communicate clearly and professionally through a variety of mediums with parents/carers, children, staff and professionals and excellent verbal, listening and presentation skills
14.	Willing to work flexibly including early morning, late evenings and occasional weekends.