



Cumbria's 0-19 Child and Family Support Service

Information, Advice and Administration Officer
Grade 1 upper - £17,555 - £19,471 per annum

5 x Full Time (37 hours per week) permanent, based in the following locations;

- **2 posts based in North Allerdale Wigton**
- **2 posts based in West Allerdale Maryport**
- **1 post based in Workington**

Family Action is a charity committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable children, young people and their families. We seek to empower people and communities to address their issues and challenges through practical, financial and emotional help. Family Action are working in Cumbria to deliver the 0-19 Child & Family Support Service.

We are looking for an enthusiastic and passionate individual who 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
- Providing first rate administration to meet the needs of the service.
- Developing & utilising publicity and marketing materials.

You will have a good level of English and Numeracy to at least GCSE Level or equivalent (Grade C or above, essential) with a willingness to undertake an Information, Advice and Guidance qualification.

You will need experience with children, young people and their families, and be able to confidently signpost, run drop-in sessions and provide one off/brief interventions to families on a wide range of family support topics.

You will need to have the ability to complete all administration tasks using computerised systems and have the ability to produce marketing and communication materials including updating webpages, social media accounts and producing flyers, posters and leaflets.

The post will involve working with families across the Allerdale locality. You must have access to a vehicle for business purposes and be able to travel frequently, with the expectation you will work collaboratively with Family Action & key delivery partners across the Allerdale locality.

Family Action 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 Criminal Records Bureau which we consider acceptable.

For an application pack and further information, including the benefits we offer, please visit www.family-action.org.uk/workingwithus.

Please email completed applications to: completed.application15@family-action.org.uk

Closing date: Monday 2nd November 2020 Interview date: Tuesday 17th November 2020

Family Action offers good working conditions, a comprehensive training programme and final salary pension scheme. We welcome applications from all sections of the community.