



Information, Advice and Administration Officer
Cumbria's: 0-19 Child and Family Support Service
Based in 1 x Workington Children's Centre / 1 x North Allerdale Children's Centre Wigton
22.2 hours per week (part-time)
Grade 1 (upper) point 6-10: £17,731 - £19,666 FTE (£10,638.60 - £11,799.60 per annum)
2 x Permanent Contracts

At Family Action we transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation. We have been building stronger families since 1869 and today we work with more than 60,000 families in over 150 community based services, as well as supporting thousands more through national programmes and grants. 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.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.

What will we offer you?

We'll offer you flexible working hours, a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities. You'll join an established, supportive and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning and has the needs of children and families at its core.

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

For an application pack and further information please visit:

www.family-action.org.uk/get-involved/work-us/current-vacancies/

Please email completed applications to: completed.application23@family-action.org.uk

Closing date: Friday 18th February 2022 at 09:00am

Interview date: Thursday 17th March 2022

Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.