

Working together

family
action

Building
stronger
families



A close-up photograph of a man with dark hair and a beard, wearing a white shirt, looking down at a baby wrapped in a white cloth. The man's hand is gently holding the baby's head. The background is softly blurred, showing hints of a window with light blue curtains.

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Welcome from our CEO, David Holmes CBE



I am delighted that you are considering joining Family Action. We would like to share with you our journey of supporting families for over 150 years, and crucially how you can be part of a team that makes a real difference to so many people's lives.

No one should be defined by their circumstance and it is this principal which drives everyone at Family Action in our commitment to transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

Our reputation for delivering high quality, professional services is thanks to the talented and dedicated staff at Family Action. From our regional services as far north Cumbria all the way down to Dorset, we deliver a diverse range of support for children, families, young people and adults. Our service teams are supported by our equally dedicated Head Office teams, such as, fundraising, finance and HR. Whichever role you are applying for at Family Action, all teams are united in their passion to uphold four core values: Can do, excellence, people focused and mutual respect; I hope that these values resonate with you too.

In recognition of Family Action's commitment to supporting families throughout Covid and beyond, we were delighted to be awarded the Third Sector Charity of the Year 2021. Furthermore, the strides we are taking to further enhance and grow our positive internal culture are demonstrated by our achievement of a 3 star rating with Best Companies representing 'World Class' levels of workplace engagement.

Thank you for taking the time to read about Family Action and I wish you all the very best in your search for a new and rewarding role.

Best wishes,

David

A handwritten signature in black ink that reads "David Holmes". The signature is fluid and cursive, with the first name "David" and the last name "Holmes" clearly distinguishable.



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The Charity Organisation Society was founded by a group of social reformers including Octavia Hill, William Gladstone and John Ruskin

1869

We founded the principles of modern day social work.

1870

The first Pension Act is introduced following campaigns from us for a state-managed pension.

1908

We set-up some of the first Citizens Advice Bureaux in the country

1938

The charity is renamed and becomes the Family Welfare Association

1948

Queen Elizabeth II becomes our Royal Patron.

1953

We rebrand to become Family Action

2008

HRH The Duchess of Cambridge becomes Royal Patron of Family Action

2019

Family Action is awarded Third Sector Charity of the Year.

2021

Our heritage

Founded in 1869, the charity was providing services to children and families before the first aeroplane flew, before the first car was invented, even before it was first made compulsory for all primary age children to attend school.

Our history is remarkable - we were there at the very beginnings of social work, we created the first Citizens Advice Bureau and the forerunners of JobCentres.

Today, Family Action supports over 60,000 families and hundreds of thousands of children and young people a year through some 200 community-based services, as well as supporting thousands more through national programmes and grants.





Pregnant people



Parents and carers



Children aged 0-11



Young people aged 11-27



Adults

Who we support How we support Where we support

We provide a range of services that support children, young people and families. From our flagship family helpline – FamilyLine, to more specialist therapeutic services, we aim to serve the needs of all families across the country. Our innovative and agile approach ensures our service models provide the right support, to the right people at the right time.

UK Wide services

- Barclays Grants
- FOOD Clubs (71)
- Headstart
- National School Breakfast Programme
- Special Guardianship Support Service
- Take and Make
- PAC-UK (4)
- Activity Hubs
- Education Grants
- Welfare Grants
- FamilyLine
- Separated Parents Information Programme



- Food
- Adult Mental Health and Wellbeing
- Financial Support
- Domestic and Sexual Abuse
- Young People
- Children and Families
- Special Educational Needs and Disability
- Looked After Children and Adoption
- Early Years and Perinatal



Every family has the right to thrive

Our mission

Family Action passionately believes in the strengths within families. Families may be very different in composition and circumstances but they should all be empowered and supported to enable all members to thrive. In all that we do, Family Action is rooted in the belief that well-functioning and supported families are a driving force for happy, healthy individuals and communities.

Our values

Family Action has a strong and successful history of building stronger families, and as we look to the future our values and behaviours define us and underpin all the work we do. We can achieve our ambitions by always:

- 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

Our voices



I am nearly reaching one year at Family Action having joined as part of the new IT Services team that launched last summer. As part of the infrastructure team, it has been a great experience to work on updating/improving Family Action's systems and helping to modernise our overall way of working.

I greatly enjoy the freedom of working remotely as this has allowed me to maintain a great balance between work and my social time both with local friends and online gaming communities.

*Ryan,
IT Infrastructure Engineer*



I have worked with Family Action for just over two and half years. During that time I have really enjoyed my role as Project Manager for The Bridge Young Carers. I have always felt very supported by my line manager and as well by the wider management team in Family Action who are also very visible and supportive. Whilst working at Family Action I have been able to access a wide range of training and also to expand my experience through working on different projects. I feel very invested in as an employee for Family Action and love the ethos and values of the organisation.

In my personal life I love to spend time with my family and friends, being outdoors for walks or out for meals. I also enjoy relaxing and reading to wind down.

*Rachel,
Project Manager,
Cumbria*



I have been a receptionist at Family Action Head Office for nearly 3 years. No two days are the same, from meeting and greeting to managing the post, on-call rotas, room bookings, and checking risk assessments – it all keeps the interest going!

I feel my interpersonal skills and interest in people paves the smooth outcome for my daily management of the many and varied calls that come into the organisation.

My family are scattered between Bristol and London, even though I come from Gloucester originally. I have a daughter who lives with me and who has just passed her degree and is now working in her chosen profession.

*Mel,
Head Office Receptionist*



I am currently an Implementation & Development manager and part of the Business Development Team. I have been in the organisation since Nov 2012 - wow where did all that time go?

I've done a number of roles within Family Action, including project, service and operational management, so as you can see there's lots of opportunity for progression.

I am also a new mum just back off maternity leave, and juggling work and home life with my precious little miracle baby Oscar...oh and desperately trying to get back into those heels!

*Ann-Marie,
Implementation &
Development manager*



I have been part of the Separated Parent Information Programme (SPIP) Team at Family Action for almost 4 years and it's been such a positive experience. I joined in 2018 after leaving a marketing career and I am so glad that I did, I work for an amazing cause where I get to speak to parents going through the court process, encouraging them to attend a course that can benefit them and their co-parent in the long term. Whilst I am an administrator, I feel that this isn't just any administrator role, I have the space to grow both personally and professionally.

I have a wonderful team and as a mum of two, I have work life balance that I'm pretty sure most people would dream of having!

During our free time, me and my family like to watch movies, go for nature walks and play board games.

*Kavitha,
Relationship Support
Administrator*



I'm a practicing solicitor who worked in private practice for 6 years, before going in-house at an international property development company. I moved into the charity sector in 2010 as senior counsel for The Abbeyfield Society, before coming to Family Action as General Counsel in 2014. In 2016, I broadened my responsibilities at Family Action by becoming General Counsel & Director of Systems, which incorporates all of Family Action's HR, Facilities, Legal, Data Protection and Digital Systems functions. I have an LLB in law and am a member of Law Society, as well as a member of the Charity Law Association and currently the Chair of Lawyers in Charities.

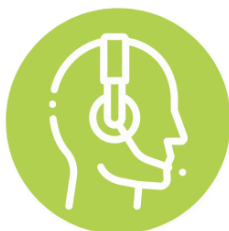
Along with spending time going for walks and kicking a ball in Epping Forest with my wife and two boys (until Albie the Cockapoo gets hold of the ball and runs off with it!), I enjoy and regularly play several sports including golf, swimming, cycling, running and tennis.

*Ricardo,
General Counsel & Director of
Systems*

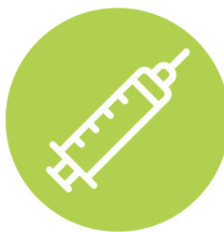
Our commitment to you

We are a people focused employer and we understand the importance of flexible working. All roles in Family Action are open to a discussion about possible flexible working options, subject to business needs, and all new starters will have the right to make a flexible working request from day one of employment.

We have an excellent wellbeing offer and we will invest in your professional development with ongoing quality training and career development opportunities. You'll join an established, supportive and high-performing team 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. In addition, we'll offer you a generous pension scheme and leave entitlements, as well as:



Free 24/7 access to an Employee Assistance Programme, provided by Premier on behalf of Family Action.



All employees (other than sessional workers) are entitled to a free flu jab voucher each winter.



Comprehensive internal training scheme, including mandatory training as well as additional professional training such as Mental Health First Aid.



Access to salary-sacrifice Cycle to Work scheme.



Post-probation, employees are entitled to access eye care vouchers, which include:

- A full eye and eyesight test
- Employer funded glasses solely for VDU use (if prescribed)
- Frames From the i365 box set
- Lenses Uncoated 1.5 single vision only
- The opportunity to upgrade your glasses and get 15% off



Staff Recognition Awards that recognise, celebrate and reward staff for upholding our core values.



Equality, diversity and inclusion

Family Action is committed to equality, diversity and inclusion. We welcome applications from all sections of the community, from a diverse range of backgrounds and identities, and from those who have lived experience of the issues we address and support through our services. We strive for our workforce to be representative of the communities that we serve and we know that greater diversity will lead to even greater results for families and children.

To support our workforce, we have a number of internal staff diversity networks which are open to all members of staff who self-identify into a particular group. These networks are:

- Anti-Racism and People of Colour Network
- Disability and Accessibility Network
- Gender Equality Network
- LGBTQIA+ Equality Network
- Parents and Carers Equality Network.

Family Action is committed to the employment of disabled people. To demonstrate this commitment, we guarantee an interview to all disabled applicants who meet the essential criteria as outlined in the person specification.

Family Action is very pleased to announce that we have been awarded a 3 Star accreditation from Best Companies, which shows that we are an organisation that takes workplace engagement seriously. This accreditation signifies 'world class' levels of workplace engagement!

Lastly, Family Action is placed 7th best charity and 55th best large company in the 'Best Companies to Work For' lists for 2021. This is an achievement we are extremely proud of and which reflects how our employees feel about working for Family Action.



Ready to take the next step?

We hope you will consider joining us at Family Action. To find out more about the role you are interested in applying for, please open the separate job description document. If you have any questions about the role and would find it helpful to have an informal conversation, please contact the recruiting manager listed at the end of the job description and in the job advert.

To make an application please go to www.family-action.org.uk/current-vacancies and search for the role of interest.

Please also ensure you complete the equal opportunities monitoring form. The information you provide will be treated confidentially and will not constitute part of your application.

Good luck!



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