



**Business Support Officer, Perinatal Peer Support Service Medway, Covid Recovery Project  
Based in Medway, Kent**

**7.4 hours per week (part-time)**

**Grade 2 (lower) point 11-15: £20,375 - £23,035 FTE (£4,075 - £4,607 per annum)**

**Permanent Contract**

**Are you a self-motivated, innovative team player, who is solution focused and passionate about making a difference? Do you have an excellent track record of retaining and delivering excellent operational services? If so, we want to hear from you.**

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.

This is an exciting role within Family Action South Region that will contribute to the delivery of the organisation's strategic aims to ensure that Family Action is Stronger than Ever.

We are looking to recruit a motivated and experienced **Business Support Officer** to work within our Medway Perinatal Support Service. The Perinatal Support Service provides support for women in the perinatal period with mild to moderate perinatal mental health issues. Including working in the new phase of the project that has been specifically designed to respond to the impact of the Covid 19 Pandemic on families with new babies. Our peer support volunteers provide regular listening support sessions. We also provide a rolling programme of groups and activities focused on attachment and bonding. The service supports perinatal mums experiencing low mood, anxiety, low-level depression, and social isolation; and mums who are at risk of developing maternal mental health issues during the perinatal period.

**Summary of job:**

The Business Support Officer will assist the Service Manager and others by ensuring timely and accurate completion of all administrative tasks, financial monitoring, data collection and outcome monitoring is achieved against a range of Key Performance Indicators.

The post holder will share and embrace Staffordshire's vision of 'a county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy by providing:

- Excellent Administrative and data analysis skills
- Accurate and efficient Input and collation of data
- Financial support; payments, invoices etc.
- Responsible for sending out introductory information to families as part of Targeted Outreach
- Support Family Support Workers in booking Targeted Outreach visits and planning rotas
- Hold a Level 3 in Business Admin or an equivalent qualification and have demonstrable experience within an administrative role



This is an exciting opportunity for the right person to make a real difference to the lives of children and their families. The successful candidate will be highly personable, with first-rate communication and organisational skills.

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 operate with mutual respect. If you share these values and behaviours and have experience of working with families to achieve the best outcomes for children and young people, we would like to hear from you.

Family Action offers an excellent wellbeing offer and will invest in your professional development with on-going quality training and career development opportunities. You will be offered regular individual supervision and regular group consultation together with your team. Family Action offers a generous pension scheme and leave entitlements.

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 will offer you a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We are happy to talk 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 on-going quality training and career development opportunities. You will 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/](http://www.family-action.org.uk/get-involved/work-us/current-vacancies/)

Please email completed applications to: [completed.application14@family-action.org.uk](mailto:completed.application14@family-action.org.uk)

**Closing date: Monday 18<sup>th</sup> July 2022 at 9:00am**

**Interview date: 26<sup>th</sup> or 27<sup>th</sup> July 2022**



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

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

**ID: 445**