

Information, Advice and Administration Officer, Cumbria's: 0-19 Child and Family Support Service

Carlisle, based at Petteril Bank Children's Centre

37 hours per week (Full time)

Grade 1 point 10: £20,664 FTE 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.

We are excited to contribute to the shared aspirations and ambitions for Cumbria to be 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be' (Children and Young People's Plan 2019 - 2022)

The service will provide practical and emotional support to children, young people and their families, through a mixed programme of home visiting, support groups and structured learning sessions. Using restorative practice, the service will embed a strengths-based approach, engaging and enabling children, young people and families to achieve their goals at the earliest opportunity.

This is an opportunity for the right person to make a real difference in the lives of children and young people and their families by providing:

- Advice, information and support to help them to navigate the challenges and achieve positive outcomes.
- 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
- High quality administration to meet the needs of the service.

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 further information or an informal chat please contact Amy Short on 01228 223417 or E mail Amy.short@family-action.org.uk

Next steps:

- **To apply:** fill out the [Application Form](#) and email it to: completed.application21@family-action.org.uk
- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

Closing Date: Monday 22nd January 2024 at 12:00pm

Appointments are subject to satisfactory Safer Recruitment checks, including a Disclosure and Barring Service (DBS) check where appropriate to the role.

ID: 1066