



JOB DESCRIPTION

Job title:	EPEC Business Administrator
Service:	Empowering Parents Empowering Communities (EPEC)
Salary:	Grade 2 Point 11 – 15
Hours:	14.8 hours per week
Location:	Blended working across Manchester Sites and Home working
Responsible to:	EPEC Hub Coordinator

Summary of job:

To provide specific and general administrative support to the wider EPEC team including data input and reporting. To have a proactive approach to supporting the EPEC Team and Parent Group Leader (PGLs) volunteers through the Family Action volunteer recruitment process. To give advice, guidance and assistance to PGLs going through this process such as mandatory training, expenses processing and obtaining DBS certification.

Key tasks and responsibilities:

1. Deliver a professional and coordinated service to EPEC service users and Parent Group Volunteers either digitally or by telephone, by responding in a professional and timely manner and providing relevant, up to date advice, information and support.
2. Work in partnership with the EPEC Hub Coordinators, Co-Trainers and other colleagues to ensure a well-coordinated delivery of EPEC training sessions and parent groups.
3. Work closely with the EPEC team to support the recruitment of Parent Group volunteers, following the Family Action volunteer process and onboard interested candidates.
4. Provide ongoing support to Parent Group volunteers, from the recruitment process such as DBS and reference requests; access to systems and mandatory training; processing of expenses on a timely basis; and general administrative support.
5. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
6. Ensure data input and management of volunteer and EPEC service user information is of a high standard and relevant details of all contact is recorded in relevant systems.
7. Support the EPEC Hub Coordinators and Co-Trainers in planning, monitoring and reviewing the development of the EPEC service in line with identified priorities, targets and



outcomes. Contribute to monitoring reports as directed by the Hub Co-ordinators. Implement revisions to service delivery as required.

8. Attend and actively participate in team meetings and other meetings as required by the EPEC Service Manager and Hub Coordinators.
9. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
10. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
11. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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
12. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
13. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
14. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

Education and Qualifications:

1. Minimum 5 GCSEs (or equivalent) at grade A-C, including Maths and English

Experience:

2. Demonstrable experience of working within an office setting, including the ability to organise and prioritise work and to carry out routine tasks accurately and in a timely manner.
3. Experience of setting up and running administrative systems



4. Proven experience of using Microsoft Office and Microsoft Teams
5. Experience of maintaining financial systems and processes, including managing credit card returns, counting and banking cash and processing of invoices
6. Solid experience of using databases and extracting data/reports from them

Abilities and skills:

7. Ability to maintain accurate records, collate and input statistical information, and analyse data including production of regular reports
8. Ability to use own initiative and to work as part of a team
9. Ability to manage health and safety systems within an office environment and ensure that policies and procedures are adhered to
10. Demonstrate an understanding of safeguarding issues and relevant procedures appropriate to your role
11. Ability to work with service users, partners and referrers with appropriate courtesy while maintaining confidentiality
12. Ability to manage and prioritise your own workload including at specific busy times of the year and to bring the attention of your line manager any issues arising, and a commitment to supervision, appraisal and ongoing personal development

Values:

13. To be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.
14. A commitment to Co-production principles and approaches
15. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a. Being **people** focused
 - b. Reflecting a **Can Do** attitude
 - c. Striving for **excellence** at all times
 - d. Having **mutual respect** for everyone we work with, work for and support through our services
16. Willing to work flexibly to meet the needs of the service