



**ID 1085:** **EPEC Business Administrator, Empowering Parents Empowering Communities (EPEC)**

**Location:** Hybrid working – Manchester sites & homebased

**Hours:** 14.8 hours per week – 2 full days (part-time - flexible)

**Salary:** **Grade 2 (lower) point 11 – 15**  
Starting at £21,196 FTE per annum to £23,966 FTE per annum  
£8,478.40 – £9,586.40 per annum for part time hours

**Contract:** Fixed Term Contract until December 2025 (with potential to extend)

## Family Action

**Are you a self-motivated team player with a can-do attitude, who is solution focused and passionate about making a difference? 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.

## Introduction to Empowering Parents Empowering Communities (EPEC)

Our main focus is to recruit parent volunteers to deliver the EPEC parenting programme to parents with children under 3yrs old living across Manchester. Empowering Parents, Empowering Communities is a successful and universal peer-led parenting programme that will transform family relationships and will be rolled out across Manchester. The programme is coordinated by 2 Hub coordinators supported by 2 co-trainers.

**An exciting opportunity has arisen for a passionate and experienced Administrator to join our EPEC Parenting Team to support positive parenting across North, Central and South Family Hubs in Manchester. This is a part time role, working 2 days a week and we're open to discussing which days best suit you!**

## Main Responsibilities

- You will act as the first point of contact for volunteers, parents and carers and anyone wanting information about EPEC
- You will input information into a confidential database and support the team with general administration duties such as word processing, spreadsheets and supporting volunteers through the recruitments process with Family Action.
- You will build a good working relationship and have a good rapport with all parent volunteers, EPEC Hub coordinators, co-trainers and management.



### **Main Requirements (please see the job description & person specification for more details)**

- You will be used to working in a busy office environment and have the ability to manage working from home or working in an office environment.
- You will have a good basic education to GCSE standard or equivalent (GCSE grade C or equivalent in Maths and English).
- You will have a good knowledge of, and be confident using Word and Excel, a knowledge of how to store confidential data on monitoring systems, and a knowledge of safeguarding.
- You will be able to communicate clearly, accurately and effectively with staff, parents and handle all phone enquiries in the same way.
- You will recognise the confidentiality of some kinds of information, work effectively and efficiently under pressure, good oral and written communication skills, problem-solver with a 'can-do' approach.
- You will be adaptable, purposeful, enthusiastic and resourceful, have excellent communication skills, and be a flexible team player – willing to flex your hours when needed. You will have the ability to keep calm and focused in pressurised situations.
- You will be entitled to live and work in UK.

### **Benefits:**

- an annual paid leave entitlement that commences at 25 working days, rising each April by one day, subject to a maximum of 30 working days plus bank holidays
- up to 6% matched-pension contributions
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment
- enhanced paid sick leave and paid family leave provisions
- eye care and winter flu jabs vouchers
- cycle to work scheme
- investing in your professional development with ongoing quality training and career development opportunities

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**

### **To Apply:**

- **Complete:** the [Application Form](#) & send to: [completed.application10@family-action.org.uk](mailto:completed.application10@family-action.org.uk)
- **Closing Date :** Monday 20<sup>th</sup> May 2024 at 09:00
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)



For direct queries with the hiring manager or you would like to discuss any aspect of the selection process, please email **Hannah Cutts**, EPEC Hub-coordinator (north): [hannah.cutts@family-action.org.uk](mailto:hannah.cutts@family-action.org.uk)

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

**ID: 1085**