



ID 1143: **Information Advice and Admin Worker**
Wythenshawe Childrens Centres and Family Hub

Hours: 14.5 hours per week

Contract: Permanent

Salary: Grade 2 Lower (points 13-15)
Starting at £22,546 FTE per annum to £23,966 FTE per annum

Location: Crossacres Family Hub and Wythenshawe Children's Centres

Family Action & the Service

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.

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.

An exciting opportunity has arisen for a passionate and experienced **Information Advice and Admin Worker** to join the team at Crossacres Family Hub to make a positive difference and improve outcomes for children, young people and families living in Wythenshawe. We are looking for someone who can also work flexibly across all centres as required

This role provides an exciting opportunity to provide a high quality, warm and friendly telephone and reception service, responding to calls and visitors in a sensitive and helpful manner. The Information, Advice and Admin worker will be a first point of contact in the Family Hub to welcome all visitors, offering advice and information to families about our services and other voluntary and statutory services that can support, in the area.

The Information, Advice and Admin worker will provide administrative support to the team including managing local room bookings and bookings for partner organisations, and collecting and using systems to collect and input data.

Your impact

As an Information, Advice and Admin worker you will help all our visitors to feel welcome. Families will feel like they are in the right place and you will let them know what activities and support are available for them and their children. Professionals will be supported to deliver their services to parents and children. You will collate and input data that will evidence the work we do and the difference we make

Your skills & requirements (see job description & person specification for more details):

- Have achieved at least 5 GCSE qualifications (including A-C grade Maths and English Language)
- Have relevant experience in administration tasks, data processing and excellent customer service skills.
- Have a high standard of typing and excellent word processing and computer skills and substantial experience of using Microsoft applications



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

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](#) and send to: completed.application7@family-action.org.uk
- **Closing date:** Friday 3rd May 2024 at 5pm
- **Interview date:** Tuesday 14th May 2024
- **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, please email: gaynor.peet@family-action.org.uk

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

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.