



ID 1163: Helpline Operator, FamilyLine
Location: Homebased
Hours: Part time - 30 hours per week
Salary: Grade 2 (Lower) 11-15
Starting at £21,196 FTE per annum to £23,966 FTE per annum
£17,185.95 - £19,431.89 per annum based on 30 hours per week
+ £480 FTE (£389.19 part time) homeworking allowance per annum
Contract: Permanent

Are you passionate about supporting families and empowering individuals to navigate life's challenges? Are you ready to be part of a transformative initiative that extends beyond traditional helpline services? Join us on this groundbreaking journey!

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.

Our National Helpline Service - FamilyLine is proud to announce the expansion of our support framework to include dedicated services for adult family members. We are seeking compassionate and dedicated professionals to join our team and help us make a meaningful impact on the lives of families.

Your impact:

We are seeking empathetic and skilled Helpline Operators to join our team. The successful candidates will play a crucial role in providing compassionate support to individuals and families in need, utilising their well-developed telephone skills and experience in delivering support services.

Your skills:

The successful postholder will have:

- Minimum 4 GCSEs (or equivalent) at grade A-C, including Maths and English.
- Experience in providing trauma-informed support through a range of channels, with well-developed telephone skills including active listening and questioning.
- Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems.
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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.application27@family-action.org.uk
- **Closing Date :** Friday 26th April 2024 at 5pm
- **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](#)

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.

For direct queries with the hiring manager, please email: caroline.lewis@family-action.org.uk

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