



Job title: Business Support Coordinator

Service: Medway services

Location: Hybrid: Family Action Medway Office & home

Hours: Up to 37 hours per week

Salary: Grade 2 (upper) point 16–19: £24,724 - £27,232 per annum (pro rata if part time)

Contract type: Permanent Contract

Are you an experienced and skilled business support coordinator or an administrator looking for the next move? Are you solution focused, an excellent communicator and passionate about making a difference? If so, Family Action has an exciting opportunity and would love 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 delighted to be hiring a Business Support Coordinator to join our supportive and successful teams based in Chatham, Medway. This is an exciting opportunity to play a key role providing comprehensive business and administrative support to ensure the smooth running of a number of services run by Family Action in Medway.

Your impact

The Business Support Coordinator will have a line management responsibility and will lead on a range of business support and administrative duties including data collection, measuring impact and outcomes, and financial monitoring.

This role will manage and coordinate a wide range of business processes that support our children and family services in Medway. This will include support for parents of children with SEND, perinatal and universal parenting services. Your impact will be significant in that it the role is central to the smooth running of our services.

Your skills

You will be an excellent communicator, organised and able to juggle a number of priorities for different services. You will be supportive and able to oversee all of the administrative functions that support our teams. You will also be solution focused and flexible, a good listener and able to work with a range of individuals from different professional backgrounds some of who will not be employed by Family Action, but who will be a part of the wider Medway services.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community / particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQ+ 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 any reasonable travel costs associated with attending an interview.

What will we offer you?

We offer 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. We have six staff diversity networks that offer peer support and contribute to the strategic development of EDI; AccessAbility Network, Anti-Racism and People of Colour Network, Gender Equality Network, Inter-Faith Network, LGBTQIA+ Equality Network and Parents and Carers Equality Network. 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.

Next steps:

- **To apply:** fill out the [Application Form](#) and email it to: completed.application29@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 fulfill our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

Closing Date: Friday 26th April 2024 at 9am

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

ID: 1165