



**ID 1169:**           **Information, Advice and Administration Officer**  
Cumbria's: 0-19 Child and Family Support Service

**Location:**       Carlisle, based at Newtown Children's Centre

**Hours:**           22.2 hours per week (Part time)

**Salary:**           Grade 1 point 10  
£22,011 full time equivalent per annum

**Contract:**       Fixed term contract until February 2025 (maternity cover)

### **Family Action & the Role's Impact:**

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, innovative team player, who is solution focused and passionate about making a difference? Do you have an excellent track record of retaining and delivering excellent operational services? If so, we want to hear from you.**

We are excited to contribute to the shared aspirations and ambitions for Cumbria to be 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be' (Children and Young People's Plan 2019 - 2022)

The service will provide practical and emotional support to children, young people and their families, through a mixed programme of home visiting, support groups and structured learning sessions. Using restorative practice, the service will embed a strengths-based approach, engaging and enabling children, young people and families to achieve their goals at the earliest opportunity.

### **Key Responsibilities:**

This is an opportunity for the right person to make a real difference in the lives of children and young people and their families by providing:

- Advice, information and support to help them to navigate the challenges and achieve positive outcomes.
- Providing a warm and welcoming front of house service to all our service users and visitors
- Providing efficient and knowledgeable signposting advice/brief interventions to children, young people and their families
- Publicising and Marketing Materials
- High quality administration to meet the needs of the service.

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

- Experience with children, young people, and their families, this may include personal or volunteer experience. Able to confidently signpost, run drop-in's and provide one off/brief intervention with families on a wide range of family support topics.
- Ability to complete all administration tasks using computerised systems & Microsoft, Email, Internet, Windows, Word, Excel, and Outlook, PowerPoint and Teams365



- Good command of English grammar and spelling, and the ability to take and write accurate and clear minutes of meetings and compose letters, and presentation skills.
- Ability to maintain records, collate statistical information systems to input data and provide reports to evidence service impact and outcomes.
- Demonstrable knowledge and understanding of Child Protection procedures and Working Together to Safeguard Children and ability to work in accordance with local and organisational Child Protection and Adult Safeguarding policies and procedures.
- Evidence of organisational and time management skills and the ability to prioritise tasks effectively. Ability to multitask within a busy, demanding environment and manage competing demands.
- Ability to communicate clearly and professionally through a variety of mediums with parents/carers, children, staff and professionals and excellent verbal and listening skills.
- Willing to work flexibly including early morning, late evenings, and occasional weekends.

#### **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.application3@family-action.org.uk](mailto:completed.application3@family-action.org.uk)
- **Closing Date :** Monday 6<sup>th</sup> May 2024 at 9am
- **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 further information or an informal chat please contact Joanne Taylor on 07816086780 or E mail [Joanne.taylor@family-action.org.uk](mailto:Joanne.taylor@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.

*Appointments are subject to Family Action receiving an enhanced disclosure from the Criminal Records Bureau which we consider acceptable.*