

# Post Specification

## Post Specification - Key Information

- **Post Title: Family Hub Information, Support and Advice Officer**
- **Date: May 2025**
- **Post Group Number: 8560**
- **Job Family: Customer Engagement**
- **Job Family Role Profile: CE6**
- **Final Grade: 6**

To be read in conjunction with the job family role profile.

## Service Area Description

This post sits within Family Help in Children's Services and is located in the Children's directorate. The post will report the Family Hub Team Manager

## Purpose of this Post

This post will support our vision for every child and young person in Westmorland and Furness to have the best start in life, to grow, to thrive and to be prepared for a successful adult life

This post will work in a complex customer service area, undertaking day to day administrative duties for the Family Hubs and being the first point of contact, offer support and advice to families and young people to help them access local services.

## Key Job Specific Accountabilities

- Maintaining a high level of service delivery and excellent customer service.
- Providing our families and young people with a positive and welcoming experience when accessing the Family Hub.
- Maintain high standards of record keeping and inputting all referrals onto internal Client Management Systems.
- Coordinate room bookings and sessions for the Family Hub
- Assist the Family Hub team in scheduling and administering activities and events and updating written literature and digital communications (social media and website).
- Assist the Family Hub team, in partnership with the communications department, co-ordinate the production of artwork and literature to promote various events (such as leaflets, posters, social media posts, videos/reels).
- Support the Family Hub manager in producing reports, inventory and data for performance and budget monitoring
- Planning, organising and prioritising own work and co-ordinate with other team members.
- Contribute to team planning and scheduling activities.
- Providing instruction and on the job training to colleagues, where necessary.
- Contributing to continuous improvement and development of the processes and procedures for the delivery of the Family Hub service.
- Interpreting non-standard situations and applying appropriate policy and precedent.
- Ensuring that processes are carried out compliant with current legislation and quality standards (e.g. GDPR / Data Sharing / Confidentiality).

## Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:**

## Essential Criteria

- **Qualifications, Knowledge and Experience:**
- NVQ 3/4 or equivalent knowledge or experience in a relevant work area related to supporting families, health or social care.
- Can demonstrate good interpersonal skills and self-awareness.
- Ability to work on own initiative and proactively respond to the needs of the service.
- Can demonstrate experience and expertise in supporting customers with complex issues in a sensitive way. Is comfortable to diffuse situations, as required, and can be persuasive when required.
- Demonstrable working knowledge of GDPR legislation
- Can demonstrate that they have very good ICT skills (MS Office packages / in-house systems / Facebook / Website edits)
- Can demonstrate excellent written communication skills.
- Demonstrable experience and expertise in organisation, high quality record keeping, supporting meetings and general administration.
- Experience of working within a large and complex organisation with an ability to balance competing demands and to meet deadlines.
- Understanding of Equality and Diversity issues
- Awareness of Health and Safety requirements
- Detailed knowledge of confidentiality, information recording and sharing and safeguarding protocols

## Disclosure and Barring Service (DBS) Checks

- Enhanced DBS (No barred list)

## Job Working Circumstances

- **Emotional Demands:**
- **Physical Demands:**
- **Working Conditions:** Normal.

## Other Factors:

- There may be a requirement to work outside core hours (Monday to Friday 9am to 5pm)
- Requires the ability to travel around designated area to undertake duties
- Some days may require periods of standing. Some movement and lifting of resources to prepare sessions.