

Role Title	Children and Family Centre Officer
Job Family	Families
Location	Early Help
Scale	Indicative Scale 6
Purpose To perform a variety of support and organisational functions/duties to deliver Children and Family Centre services and ensure the effective and timely delivery of various projects and services.	
Generic Accountabilities	End Results/ Outcomes
Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete, and meaningful and are kept-up-to date for audit/compliance purposes.
Create more complex documents, reports, correspondence etc. from the information provided, using standard formats and software.	All materials are produced to the required legislative and or Council standards and timescales. Recorded information is accurate.
Organise and maintain records and documents using the appropriate council process / system. Ensuring all new family's details are registered.	Records /information are well organised and accessible. Records are kept up-to-date. Internal/external customers are followed-up with in order to obtain missing/outstanding records.
Communicate effectively with internal staff and / or external customers/ service users. Act as point of contact for the service. Resolve problems, within scope of role, escalating to line manager as required.	More non-routine customer/service queries are resolved. Telephone and personal callers are assessed and prioritised and responded to appropriately. Customers are satisfied with the response, or aware that issue has been escalated. Relevant, accurate, understandable and timely information is provided. A positive image of the Council is promoted.
Provide support to junior and all other staff where appropriate to managing data	Junior staff are supported and successfully inducted into the team. Others are assisted to learn new processes and maintain accurate data recording.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
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Job Specific Accountabilities:	End Results/ Outcomes
<p>Assist the managers in the delivery of building management services in accordance with and all relevant Health & Safety legislation and guidance. Responsible for the up keep of the health and safety manual, fire marshal etc.</p> <p>Assist the managers to coordinate IT issues and accommodation needs for the building.</p> <p>Building security includes alarm maintenance, liaising with workperson /tradesperson etc, reporting of faults</p>	<p>Buildings are maintained and available to provide services. Provide both proactive and reactive advice and have awareness of all Statutory and Legislative obligations.</p> <p>Deliver services in accordance with all relevant Health & Safety legislation and guidance.</p>
<p>Contact point for the Children and Family centres and to receive and deal with personal callers and telephone enquiries. Organise diary appointments, meetings, minuting of meetings. travel arrangements etc</p> <p>Positively promote children and Family centres assisting in marketing and advertising.</p> <p>Framework I inputting – putting contacts on which do not come through the front door.</p>	<p>High standards of communication and customer care</p>
<p>Provide reports on the performance of the Children and Family Centre/s (includes Ofsted inspections).</p> <p>Creating new reports as required. Includes any other data requests as required.</p> <p>Organise meetings and prepare the necessary materials including reports, presentations and agendas</p>	<p>Reports are produced in line with agreed service standards.</p> <p>Reports contribute to ongoing service improvements to improve the quality of services to the public.</p> <p>Disseminating accurate and timely project information to project stakeholders.</p>
<p>Financial administration, ordering goods and services , petty cash reconciliation</p>	<p>Accurate and timely payments and delivery of services</p>
<p>Analyse the monitoring reports and</p>	<p>Opportunities for service improvement are</p>

identify gaps for improvement.	highlighted to the management team. To improve the economy, efficiency and effectiveness of service provision.
Assist all staff within the Children and Family centres with accurate data entry and project information	Data entry is undertaken to the standard required and to agreed timescales. Colleagues feel supported in meeting the data entry requirements of their role.

Nature of Contacts
<p>Typically involves supporting or guiding internal customers</p> <p>Building security – alarm maintenance, maybe key holder</p> <p>Liaise with and/or advise senior members of staff regarding service issues, complaints, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Deal with public enquiries and action requests within service standards.</p> <p>Commitment to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application.</p> <p>Report to Area Managers/Lead Family Support Managers</p>

Procedural Context
<p>Enhanced DBS disclosure will be required.</p> <p>To be available as part of the Children and Family Centre team to open and close the building as and when necessary.</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>To understand and comply with the Council's Equal Opportunities Policy.</p> <p>This position is exempt under the Rehabilitation of Offenders Act 1974.</p> <p>To uphold and comply with the statutory provisions of the Health and Safety at Work Act 1974 and any other relevant legislation or Council Policies and Procedures relating to Health and Safety at Work.</p>
Resourcing
<p>Budget Responsibilities: Nil</p> <p>Supervisory Responsibilities: Nil</p>

Competency Level: All Colleagues

Knowledge, Skills and Experience

- Substantial experience of database management and maintenance.
- Able to analyse and evaluate data and identify trends and issues.
- Knowledge of quality standards regarding data collection and data analysis.
- Excellent knowledge of maintaining office systems.
- Excellent knowledge of financial administration
- Experience of site responsibilities, e.g. security, maintenance, evacuation and Health & Safety procedures
- Excellent Knowledge local area.
- Excellent knowledge of information, national policy research and external trends.
- Ability to interpret, analyse data and present reports to diverse target groups and vulnerable families.
- Excellent written and communication skills and the ability to convey technical concepts in simple terms.
- Good interpersonal and organisational skills and the ability to influence others to meet organisational standards.
- Substantial experience of prioritising and working to tight deadlines.
- Excellent IT skills, particularly on spread sheet applications and data coordination.

Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 3 qualification (or equivalent)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.