

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Family Hubs Business Manager

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To take a leading role with the Strategic Lead for Early Help and Family Hubs to implement the family hub programme across West Northamptonshire, bringing together services and partners, to ensure that children, young people, and families receive the right support at the right time, to drive down demand and requirement for statutory services, through an integrated Family Hub model delivering across Local Area Partnership areas.

The Family Hubs Business Manager will put in place and maintain systems to manage the business management, including finances, performance and business continuity planning. The post holder will be an integral role enabling the directorate to successfully implement and deliver a new service moving from mobilisation to business as usual.

Accountable to:

The Family Hubs Business Manager will be accountable to the Strategic Lead for Early Help and Family hubs.

Responsibilities:

1. Oversee the implementation of the programme and project management plans for the Family Hub. Ensure that key parts of the project are delivered in a timely way, to budget and to scope delegating actions to others as appropriate to meet project timelines. As a new service develop and set up processes and systems and relevant business functions.
2. Line manage the team of Family Hub Administrators who provide direct support to the team. This includes undertaking recruitment, deployment, supervision and development of the staff to ensure that they are fully embedded in the service, deliver efficient and effective administrative support and are able to meet their objectives.
3. Responsible for the development and production of the service delivery plan, annual report and any other reporting requirements to ensure the Strategic Lead for Early Help and Family Hubs is compliant with reporting requirements for both internal and external audiences/bodies.
4. Lead on the business continuity and risk management processes for Early Help and Family Hubs. Identify service, programme/project and operational risks and ensuring escalations are raised so that appropriate mitigations can be put in place ensuring any operating procedures and processes are updated.
5. Oversee and monitor the team budget and contribute to short, medium and long-term financial plans with the Finance Business Partner to ensure effective and appropriate use of the base budget and any grant allocation received for the delivery of Early help and Family hub services.
6. Work with partners including the NHS, Public Health England, Clinical Commissioning Groups and other funders to identify and secure alternative funding sources. Contribute to effective bid writing and funding applications that will support further delivery of Early help and Family hub services.

7. Establish and manage business support for key service and strategic meetings. Develop and regularly review core documentation (E.g Terms of Reference, Decision Logs, Agendas) to ensure accountability, effective governance and assurance of the programme.
8. Promote Family Hubs and across partnership agencies and online media building a social media presence to ensure full user and stakeholder participation in the development of appropriate initiatives. Ensure service information is accessible and available online and in Family Hub buildings and staff trained, aware and able to effectively inform and signpost to new services and processes.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent oral and written communication, ability to present complex information to groups and in a simplified way (for a range of audiences from senior management to the media).	Essential	A, I
Excellent interpersonal and motivational skills with the ability to manage the communication of sensitive information.	Essential	A, I
Ability to act independently, with excellent organisation and time management skills. Act with initiative and minimal guidance from line manager.	Essential	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
A good understanding of local authority policy and social care statutory duties and responsibilities.	Essential	A, I, P,
Able to demonstrate a good working knowledge of legislation relating to the Children, Early Help and Family Hubs.	Essential	A, I, P
A good understanding of public health, children and young people, business functions, health promotion and health care evaluation.	Essential	A, I ,P
Working knowledge of data protection and information governance frameworks.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of managing staff, in particular administrative roles to deliver an excellent and efficient administrative service.	Essential	A, I
Experience of working in the NHS or local government, developing an understanding of the culture and structures within the public sector.	Essential	A, I
Experience of joint working and working in multi-agency partnerships, in particular working with health and/or social care professionals to deliver service improvement.	Essential	A, I, P
Experience in change and transformation activity, the full cycle of managing projects and leading task and finish groups.	Essential	A, I
Experience of monitoring, managing and building budgets.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
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A formal qualification or working towards a formal qualification in a relevant discipline.	Essential	A, I
Prince2 Practitioner Level qualification or an equivalent project management qualification.	Essential	A, I
Educated to degree level in a management related discipline or hold a professional qualification at a similar level or comparable experience in a Business Management role.	Essential	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	8	Worker type:	Flexible Part-flexible Full time
Salary range:	£41,816-£45,175	Budget responsibility:	
People management responsibility:	Line Manager to three roles. Responsible for the day to day operational management of staff teams		

Working conditions & how we work:

[Manager please highlight if the work involves Regular manual handling, Working at height, Rotating shift work, Driving HGV or LGV for work]

[How we work: Manager please add some context around how the role can be carried out]

For example: We are open to discussions about flexible working.

[You should also add some context around the worker type, see worker type descriptions [here](#)]

For example: This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

