About the Role

The Family Hub programme is designed to assist children and young people (aged 0–19, or up to 25 for those with SEND) and their families by providing a range of support and early help services. This initiative aims to improve outcomes for children while reducing the need for statutory services. It operates through an integrated Family Hub model, delivering services across Local Area Partnership areas.

This is an exciting time to join our Family Hub team. We're a relatively new local authority, created in April 2021 and we are at the beginning of our Family Hub journey. We have one Family Hub open with more due to open imminently. There is still plenty of opportunity to develop the service and shape our offer to families so we can provide the best possible service to children, young people and their families across West Northamptonshire Council

What will you be doing?

To offer administrative support to the Family Hub service.

We are seeking a dedicated and organised individual to join our Family Hub team, ensuring the smooth operation of our services and providing vital support to families, children, and young people. In this role, you will be responsible for ensuring all queries and referrals from both internal and external sources receive prompt and appropriate responses. You will monitor various inboxes, process incoming data and referrals, and produce letters and reports while adhering to reporting timescales.

Your responsibilities will include maintaining accurate records through data entry, preserving confidentiality at all times. As a welcoming face of the Family Hub, you will meet and greet families and partners, introducing them to the Family Hub programme and its activities, while encouraging their engagement and participation.

You will support the team in developing and planning a timetable of engaging activities, ensuring all resources are accessible to families. Additionally, you will coordinate training events, courses, and parenting programmes both in-person and via online systems, providing comprehensive administrative support to ensure their success.

We are recruiting a Business Support Apprentice with the opportunity to work towards a Level 3 apprenticeship in Business Administration. To support you, you will have time off the job for your studies and your salary will be 70% of the full PA role, rising to 100% upon achievement of your apprenticeship

For further information or an informal conversation about the role, please contact Paula.Foster@westnorthants.gov.uk

What will you be doing?

About you

We need bright and dedicated individuals, passionate about working towards making a positive difference for their local community. You will be highly organised, capable of managing and prioritising conflicting tasks, and will have a sharp attention to detail.

You will show resilience, teamwork, and the ability to build strong and positive relationships with colleagues at all levels in the authority and external partners and stakeholders. You will bring new and innovative ways of working to the table, embrace change and continually evolve, as our service evolves and grows.

You may not have experience in an administrative role, or have experience in the public sector, but you will be able to demonstrate your ambition to learn and will be driven by your attitude to deliver an exceptional service. We welcome applicants looking for a new challenge or looking to kickstart their career in local government.

You will need:

- A positive, responsive, and adaptable attitude
- Confidence to work independently
- An innovative and creative approach to work
- A team-driven approach to delivery
- A customer-focussed approach
- A willingness to learn new skills and work with different service areas

Your skills will include:

- Excellent organisation and time management
- The ability to manage multiple tasks at a time and prioritise your workload
- Top-quality customer service
- Great IT skills and confidence with picking up new systems and software
- Acting sensitively and with integrity around confidential information

Our benefits

We offer a wide range of benefits to our employees, these include:

- **Generous annual leave entitlement** starting at 28 days annual leave per year, 29 days for senior managers (pro rata, depending on how many hours per week you work), plus bank holidays. An additional 5 days, linked to continuous service, and ability to purchase up to 6 weeks additional leave per year.
- Cycle to Work scheme.
- Local Government Pension Scheme plus immediate life cover (3 times your annual salary from day one) and ill-health protection.
- **Employee discounts** with local and national retailers, days out, finance, health and beauty, travel and eating out plus lots more.
- Car Lease scheme
- Payment of professional subscription / membership If your job description requires that you are registered with or are a member of a professional body, WNC will pay for your professional subscription or membership fees.
- Employee Assistance Programme We have an employee support programme run by Health Assured, an independent, external organisation. Health Assured is available for you and your immediate family members, 24 hours a day, 7 days a week, 365 days a year and includes telephone counselling, legal advice, bereavement support and medical information.
- Ongoing training and development opportunities.
- A variety of flexible working options to support your work/life balance, including full or part time, term time, 9-day fortnight, etc. (subject to business needs).
- Our West Ways of Working We want our workforce to thrive, and we equip our employees with the right technology to support hybrid and collaborative working, on or off site, depending on the role.
- Making a difference If you want to use your skills and experience with an organisation that are genuinely invested in making a difference, are committed to improving people's lives, and whose success has a direct impact on the wellbeing of your family, friends and people in your local area, then West Northamptonshire Council is the place for you.

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About us

Our vision at West Northamptonshire Council 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. Our corporate values, THRIVE, stand for: Trust, High Performance, Respect, Innovate and Empower, they underpin everything we do and how we deliver services.

Hear more from our Chief Executive, Anna Earnshaw, about what it's like to work at West Northants Council https://youtu.be/lV0EfeUF4aU

At West Northants Council, it's about our people. People who thrive with ambition, bubble with new ideas, demand better ways of working, caring 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.

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

West Northants Council, where careers thrive.