

Job Description and Person Specification

Job details

Job title: Family Hub Reception and Customer Support Officer
Grade: NNCBAND01 £24,790 - £25,183
Reports to: Family Hub Cluster Manager
Responsible for: No Line management responsibility
Directorate and Service area: Family Hubs/Early Help Children's Services

Purpose of the job

As part of the Family Hub and Start for Life programme development, North Northamptonshire Council are recruiting to an exciting new post that will be a key part of delivering its new Family Hubs and Early Help Offer

Family Hubs will provide a universal 'front door' to families, offering a 'one-stop shop' of family support services across their social care, education, mental health and physical health needs, with a comprehensive Start for Life offer for parents and babies at its core.

The vision for Family Hubs is to build community resilience and self-help approaches that will empower children and families to access information and peer support to enable them to develop and grow. Many families in North Northamptonshire report feeling poorly connected with services in their communities. As a Family Hubs Reception and Customer Support Officer, you will work as a member of the Family Hubs Team supporting expectant parents and families with children 0-19 (25 with SEND).

As a Family Hubs Reception and Customer Support Officer, you will often be the first point of contact for families either in person or on the telephone ensuring they are welcomed in a polite, friendly and professional manner. You will be able to work under your own initiative and deal with enquiries from staff, visitors, students, parents and other agencies ensuring swift signposting to or linking them with the appropriate professionals within the Family Hub.

The post holder will undertake some administrative duties on behalf of the Centre Cluster Manager, including ordering of and goods receipting of resources for your Family Hub and ensuring all daily health and safety checks are undertaken and recorded appropriately in line with legislation.

Principal responsibilities

1. To greet visitors and provide a welcoming first point of contact, dealing confidently & constructively with enquiries in an articulate and helpful manner; provide an efficient customer facing service to users of Family Hubs and input information onto the relevant databases.
2. Organise and maintain records and documents, ensure all new family's details are registered and processed and maintain referral, service activity and service user information on all appropriate systems.
3. To ensure that all visitors on the premises have signed in and out in accordance with Family Hub procedures

4. Provide basic First Aid as required and act as a Fire Marshall to ensure safe evacuation of building in event of a fire
5. Carry out all duties and responsibilities with reasonable care for health and safety of self and others and report any potential hazards or maintenance issues to line manager and via corporate processes
6. Ensure buildings are operating to current health and safety legislative requirements and ensure all appropriate checks are undertaken and recorded accurately in line with NNC processes and procedures
7. To ensure that all timetables and information are up to date and available for families and partners attending Family Hubs and associated delivery sites
8. Organise meetings including booking rooms and managing invitations and prepare the necessary materials including reports, presentations, agendas and minutes
9. To order equipment, monitor and process invoices and follow the local authority's financial processes
10. To provide general administrative support to facilitate the day to day running of the service
11. To have a good understanding of risk and be able to respond appropriately to incidents relating to child protection and safeguarding and maintain client confidentiality and information sharing protocols
12. Being the designated person responsible for the safety of lone working and escalating concerns to line manager

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs
2. To work flexibly to meet the needs of the service. This will include working from any service base as required as well as some early mornings, evenings and weekend work. All staff within the service may be required to work across the whole of North Northants on occasion
3. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons)
4. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care
5. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

This post requires satisfactory clearance of an enhanced Disclosure and Barring Service disclosure

This post will require the postholder to travel across North Northants and work from any of the Family Hub sites on occasion

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> • English and Maths GCSE Level 3 qualification in administration 	<ul style="list-style-type: none"> • First Aid
Experience and Knowledge	<ul style="list-style-type: none"> • Knowledge of financial administration and maintaining office systems • Experience of working as part of a team and working under pressure. • Experience in working with children and families • 	<ul style="list-style-type: none"> • Have expert knowledge of local services available
Ability and Skills	<ul style="list-style-type: none"> • Ability to demonstrate good customer services skills and provide empathy and support if needed • Competent in the use of Microsoft Office and Teams • Absorbing and providing information accurately and in user friendly ways and ways to meet the needs of those with SEND • Accuracy and attention to detail. • Excellent communication skills orally and in writing at all levels. • Good organisational skills, self-reliant, experience of prioritising and working to deadlines • Advanced IT skills, particularly on spread sheet applications and data coordination • Flexible, adaptable, creative and resourceful • • Substantial experience of database management and maintenance 	<ul style="list-style-type: none"> • Understanding of Family Hubs, Early Help and Children’s Centres,

Attributes	Essential criteria	Desirable criteria
	<ul style="list-style-type: none"> • Experience of site responsibilities, e.g. security, maintenance, evacuation and Health & Safety procedures 	
Equal Opportunities	<ul style="list-style-type: none"> • Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs • The post-holder should be committed to working with children and families from diverse backgrounds and to working with them to promote positive health and social outcomes 	
Additional Factors	<ul style="list-style-type: none"> • Uniform will be provided • Ability to travel to other Family Hub sites and NNC buildings 	