Job Description

Job Title: Family Hubs Business Officer

POSCODE: CCC2125

Grade: Scale 4

Overall purpose of the job

- To provide and own administrative support within the service and where required across the organisation.
- To provide business support that enables the effective day-to-day operation of Best Start Family Hubs, Best Start Network sites and outreach venues.
- To contribute to the effective running of the office, setting up and maintaining systems and processes.
- To support and liaise with customers on behalf of the service, in relation to service delivery or financial expenditures.

Main accountabilities

	Main accountabilities
1.	**BUSINESS DELIVERY** • Undertake daily activities as directed by the service • Provide flexible cover for other services when required • Adhere to business processes to achieve a quality and consistent service • Share best practice • Support changes that impact the Business Support workforce • Ensure an accurate, confidential, and effective service by maintaining systems and security of information in accordance with the policies and procedures of the County Council and relevant legislation • Support safe and effective site operations, including reception cover, visitor sign-in, centre calendar management and facilities reporting
2.	**CUSTOMER SERVICE** • Proactively deal with, provide solutions and signpost incoming communication by liaising with staff, families, and professionals to provide information, as directed by the service • Provide a point of contact for in-person enquiries and calls, including those referred by the Contact Centre; • Provide comprehensive information, advice and guidance in relation to early years, childcare, activities and services • Support families and carers in understanding government funded entitlements to childcare, and other assistance and benefits including Tax-Free Childcare • Record, investigate and sensitively resolve customer enquiries, through to solution and referring complex matters to line manager for advice where appropriate • Support and advise teams and colleagues and impart knowledge and expertise • Provide constructive challenge as appropriate • Support the cultural change within Business Support

	• Act as a welcoming first point of contact for families, visitors and professionals, including taking bookings, responding to telephone, Outlook and social media enquiries, signposting to Best Start Family Hub services, and contacting families about cancellations or changes to the service offer.
3.	**TEAM SUPPORT** • Support the service with organising, co-ordinating and where required minute meetings to ensure timely and appropriate action • Provide support to services following correct processes • Support service/ teamwork activity, initiatives and events ensuring active participation • Gather data as requested by the service and where possible provide analysis • Maintain accurate and timely records across relevant systems • Report to the Senior Business Officer on relevant issues relating to the business • Provide support to managers with self-service systems • Facilitate the service induction process • Undertake bookings relevant to the team • Provide administrative and data support for Best Start Family Hub delivery, including maintaining accurate service databases and systems and collation of information to support Family Hubs data requirements and performance reporting
4.	**COMMUNICATION** • Communicate messages clearly and appropriately • Attend team/service meetings • Work with key colleagues and partners such as HR and Finance as appropriate • Support accurate and accessible communication about the Family Hub offer
5.	**FINANCIAL SUPPORT** • Carryout/support all financial activities within service area • Reconcile spends against expenditure • Adhere to Cambridgeshire County Council's financial policies • Support and help the service to manage and forecast year end expenditure • Actively promote cost-effective expenditure in accordance with budget requirements • Contribute ideas and efficiencies to deliver savings • Support financial monitoring and local purchasing processes
6.	**GENERAL** • Support audits, inspections, reviews, and new operating systems as and when required • Advise and inform others on matters relating to own job, team or directorate • Work across the directorate as required. • Ability to travel • Contribute to the development and implementation of Best Start Family Hubs, including supporting branding, signage and Family Hub initiatives
7.	Demonstrate an awareness and understanding of equality, diversity, and inclusion
8.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030
9.	**SAFEGUARDING COMMITMENT** We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills, and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE	General Education to GCSE standard with A – C or 4 – 9 grades in English & Maths or in the equivalent standard	Essential
IT Qualified	CLAIT/IBT2/RSA/ECDL	Desirable
NVQ or other qualification	Business Administration	Desirable

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

Identify	Describe	Essential/ Desirable
Knowledge		
Demonstrable experience of working in a Business Support environment		Essential
Some knowledge and understanding of any relevant legislation appropriate to key area of service expertise	Knowledge and understanding of GDPR and Data Protection	Essential
Understanding of customer care principles	Demonstrable track record of dealing with the public in a positive and sensitive way	Essential
Knowledge of effective communication principles	Communication methods to a wide range of audiences	Desirable
Knowledge of Cambridgeshire County Council policies and procedures		Desirable
Skills		
IT skills	IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information	Essential
Good interpersonal, listening and communication skills	Evidence of ability to provide a sensitive and personalised service to clients and to maintain good working relationships with other teams and partners	Essential
Good organisational and administrative skills	Able to plan and organise in the most effective way, managing own priorities and leading others	Essential

Ensures targets and deadlines are met	Prioritises to meet deadlines whilst maintaining good standards	Essential
Numeracy	Able to work accurately with financial and numerical information	Essential
Resilience	Ability to work in a challenging and demanding environment	Essential
Positive approach to change	Able to approach change positively	Essential
Interpret and explain complex issues	Able to communicate clearly and concisely to a variety of audiences, internally and externally by a variety of methods	Desirable
Decision making	Ability to make decisions and provide advice to managers regarding decisions required	Desirable
Committed to ongoing personal and role development	Can evidence personal development	Desirable
Experience		
Administrative experience	Office administrative experience Experience of working in an environment where attention to detail is very important	Essential
Experience of using spreadsheets, databases, word processors, and a range of computer applications	Experience of maintaining accurate databases, booking systems, attendance records, trackers and reporting information, with the ability to check data quality, identify gaps or anomalies and provide timely information to support service monitoring and decision-making.	Essential
Record keeping	Ability to maintain accurate data, securely manage confidential records, support data cleansing and retention processes, and produce accurate information for Family Hubs monitoring, performance reporting and local service planning.	Essential
Experience of stakeholder working	Experience in working across services and/or with external services	Desirable
Experience of working with financial systems and records	Experience of working with finance systems and keeping accurate financial records	Desirable
Experience of supporting children, families, early years, community or partnership services	Experience of providing administrative or business support that contributes to safe, accessible and consistent service delivery for families and partner agencies.	Desirable
Experience of working in the local authority sector		Desirable

Equality, Diversity, and Inclusion (applies to all roles)	Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role	Essential
Net Zero (applies to all roles)	Ability to contribute towards our commitment of becoming a net zero organisation	Essential
Safeguarding (applies to all roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults	Essential

Disclosure level

What disclosure level is required for this post?	Basic	Standard
	Enhanced	Enhanced with barred list checks ✓

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid✓	Field	Remote	Mobile