Role Title	Children and Family Centre Officer (BSIL Family Hub Project Officer)
Job Family	**Stronger Communities** **Strategy, Change and Communities**
Location	**Children and Families Early Help**
Scale	**SO1**

Purpose

To co-ordinate and perform a variety of support, organisational functions/duties within Family Hubs and ensure the effective and timely delivery of various projects and services.

Project Lead for allocated projects and act as a local point of contact to provide information and support within Family Hubs to colleagues, partners, service users and families.

Promote effective integrated working across the Transformation, Change and Communities directorate e.g. Family Hubs and develop effective working relationships with service users, families and within communities across the borough, along with professional partners from a range of agencies and sectors.

To support Managers across Children and Families Early Help and Family Hubs programmes and related projects.

Generic Accountabilities	End Results/ Outcomes
Access and update relevant databases and generate reports/excel spreadsheets for management and Principal Data Analyst information.	Database maintenance and reports are accurately prepared, kept-up-date. Meet required standards and timescales.
Create more complex documents, spreadsheets, correspondence using standard formats and software.	All documents 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, accessible, and cleansed.
Children and Family Early Help SharePoint	Regular update of information required to keep the SharePoint system relevant and informative. Grant access to users as and when required.
Provide support to junior and all other staff where appropriate to managing data	Junior staff are supported and trained successfully into the team. Colleagues are assisted to learn new processes and maintain accurate data recording.

Communicate effectively with internal staff and /or external partner agencies/ e.g. educational providers. Act as point of contact for the service. Resolve problems, within scope of role, escalating to line manager as required.	Communicate effectively with Partner Agencies and Project Leads in order for sessions to run efficiently. All Family Hub service users/ families/ external partner agencies/ Educational providers queries are resolved. All telephone queries are assessed and prioritised and responded to appropriately. Signposting - relevant, accurate, understandable, and timely information is provided. A positive image of the Council is promoted.
Support Building Managers, Premises Managers and Site Services Officer with 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 and site managers.	Work is carried out in a way that is safe and without risks to health. Maintain the Concerto Database system to meet health and safety requirements as and when required.
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.
Job Specific Accountabilities:	**End Results/ Outcomes**
Support both the Building and Premises Managers in the delivery of building management services in accordance with and all relevant Health & Safety legislation and guidance, in the absence of the premises managers, upon request or in the event of an emergency. Assist with the upkeep of the health and safety manual, fire marshal, fire evacuation procedures etc. Assist the managers and other staff to coordinate IT issues and accommodation needs for the building.	Support provided upon request/emergencies to ensure buildings are maintained and available to provide services. Supporting to deliver services in accordance with all relevant Health & Safety legislation and guidance. Support with any tradesperson attending sites in the absence of Building or Premises Managers. Reporting back confirmation of attendance and outcomes. Raising Hornbills ICT calls and handover/ follow up where required.
Contact point for the Family Hubs - Family Hub Project Officers to deal with face to face and deal with telephone enquiries, supporting families with presenting needs, signposting to services or escalating to relevant	High standards of communication, customer care and organisation provided on a daily basis to ensure a smooth operation of all required tasks and services in both Family and Welcome Hubs.

services, organise diary appointments, setting up meetings, booking rooms and venues, organising, and providing and refreshments, minuting of meetings etc. Positively promote Family Hubs assisting in marketing and advertising. Liaising and Supporting Partner Agencies to ensure a smooth delivery of service within all hubs. Mosaic inputting case notes as required Coordinating and undertaking individual Family Hub Projects Undertake/coordinate additional ad-hoc projects as required.	Actively promoting Family Hub sessions regularly. Updating leaflets and noticeboards. Dealing with general day to day queries from Partner Agencies. Inputting case notes onto mosaic in a timely manner when required i.e Safeguarding concerns at the request of Quality Assurance, MASH, EYIP Targeted Review Meeting, Childcare Panel. Maintain assigned hub projects and provide cover support where required. Adhere to timescales to ensure short term projects are delivered efficiently.
Organise meetings and prepare the necessary materials including reports, presentations, and agendas.	Documentation and spreadsheets are produced in line with agreed service standards. Data contributes to ongoing service improvements to improve the quality of services to the public. Disseminating accurate and timely project information to partner agencies.
Financial administration, requesting purchase orders and invoices, assisting and/or ordering goods and services if required, monitoring prepaid cards and recording spend.	Supporting with accurate and timely payments and delivery of services. Keeping an accurate log of all expenditure and/or income for specific projects and hubs as required. Liaise with suppliers, training providers, partners, and internal staff in relation to organise and confirm payments.
Analyse and monitor data and identify gaps for improvement	Opportunities for service improvement are highlighted to the management team. To improve the economy, efficiency, and effectiveness of service provision.

Develop, actively manage, and regularly review timetables for project delivery	Project timetables are effectively organised to timescales and resource schedules on a termly basis to ensure sessions are booked and advertised correctly in the BSIL timetable.
Actively engage with customers, interns, and student social workers, ensuring that their feedback and needs are reflected in how services are delivered.	Feedback is collected from customers, interns, and student social workers to identify gaps and support needs within the community and service, i.e., timetable feedback, student social worker evaluation, Family Hub feedback on sessions provided and potential improvements.
Ensure that project related enquiries and service requests are dealt with, to agreed timescales and standards.	All enquiries and service requests from internal managers and external stakeholders are responded to within a timely manner.
Support colleagues with data entry and support colleagues/managers in meetings.	Data entry is undertaken to the standard required and to agreed timescales. Provide any data requests as required.
Organising and supporting with launches and events across the Stronger Communities Services.	Coordinating and/or assisting with the organisation, preparation and facilitating events.

Nature of Contacts

Typically involves supporting or guiding service users and partner agencies maybe key holder, liaise with and/or informing senior members of staff regarding service issues, complaints, problems, and processes. Engage with people from diverse communities confidently, sensitively, and diplomatically and action requests within service standards.

Commitment to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application. Report to Area Managers/Lead Case Managers.

Procedural Context

Enhanced DBS disclosure will be required. To be available as part of the Family Hub team to open and close the building as and when necessary. Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.
Works independently and support management and project teams as required. Act within guidelines and standard procedures. Delegate and/or allocate with managers approval to organise work to meet service delivery requirements. Occasionally the post will be expected to work from other Family Hub locations.

Decisions will be made based on Council procedures. To understand and comply with the Council's Equal Opportunities Policy. This position is exempt under the Rehabilitation of Offenders Act 1974. 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.
Resourcing
Budget Responsibilities: Nil Supervisory Responsibilities: Apprentices / Volunteers / Interns
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 • Knowledge of site responsibilities, e.g., security, maintenance, evacuation, and First Aid, Health & Safety procedures • Excellent Knowledge local area. • Ability to interpret, analyse data and present reports including 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. • Knowledge of the Early Help 0-18 service, and wider Family Hub services within Waltham Forest. • Experience of successfully delivering programmes or projects (Desirable) • Experience of managing a mixed and varied workload with conflicting priorities responding effectively to the needs of all customers and partner agencies • Excellent organisational skills, effective communication, and interpersonal abilities
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.