



Role profile

Role title	Family Hub Business Support Assistant
Corporate directorate	Together for Families
Service	Children & Family Services
Grade	E
Reports to (role title)	Business Support Team Leader
Version	V3
JE code	TBC

Approving manager	Emma Trethewey
Date	November 2017

If you would like this information in another format please contact:

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Role purpose

- Children & Family Services provides support to children, young people and families. The Business Support and Administration Service provide essential support to operational colleagues. Family Hub Administration Assistants assist with the provision of support to children, young people and their families in our Family Hubs. The post holder will welcome and support visitors to the Family Hub, ensure timely communications with service users and partner agencies as well as a range of tasks including records management, meeting administration and input of basic information to the Case Management Systems.
- To provide high quality clerical and administrative support for the Family Hub.
- To provide a caring and professional reception and telephone service for the Family Hub.
- To work with colleagues as a member of the team at the Family Hub.

Dimensions

Annual financial accountability
None
Management accountability
Nature of management <ul style="list-style-type: none"> • None
Number of staff managed <ul style="list-style-type: none"> • None

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- To welcome and support all visitors to the Hub
- To provide a caring and professional reception service to all visitors of the Family Hub, including users of the Family Hub and service providers.
- To answer and forward on all telephone calls to the Family Hub in a courteous and efficient manner.
- To ensure the reception area and other rooms in the Family Hub are kept clean, tidy and safe
- To be responsible for processing incoming and outgoing mail and goods, including delivery notes.
- To administer the Family Hub customer compliments / complaints system.
- To be responsible for updating and maintaining the Family Hub telephone directory / Outlook list.
- To be responsible for collecting and entering registers of events on a database.
- To assist in ensuring the effective use of practitioner time.
- Manage and prioritise own workload effectively

Administration

- Typing letters, memo, reports, etc. as required and to check accuracy and presentation of all work produced to ensure accurate and professional presentation.
- To be the first point of contact for all IT systems in the Family Hub, including logging support with IS as appropriate.
- To maintain filing systems to ensure easy retrieval by colleagues and to undertake filing as appropriate and to assist with Data Protection requirements.
- Ensure security of all confidential information.
- Assisting the Family Hub Coordinator in the collection/collation of data.
- Photocopying, faxing and other general clerical duties as appropriate.
- To be responsible for reporting faults with photocopier, fax machine, telephone system etc.
- To attend and take minutes of meetings as required.
- Collection of information, preparation and compilations and distribution of the regular Family Hub What's on Guide.

Centre Administration

- To be the First Aider and Fire Marshall for the Family Hub.
- Maintaining the electronic diary for room bookings and preparing rooms for meetings.
- To be responsible for issuing of keys and equipment to staff and visitors at the Hub. Keeping the information for partner agencies up to date.
- Booking the use of presentation equipment- PowerPoint and projectors, video cameras, etc.
- Maintaining the Family Hub resources of information / publications and notice boards – updating, arranging for fresh stocks to be ordered.
- To assist the Family Hub Coordinator with premises checks, ensuring security of the building, admission to it according to agreed Family Hub procedure.
- To signpost families to other agencies if their needs or queries cannot be met by the Family Hub and those delivering services from it.
- To positively promote all events and activities being delivered from the Family Hub encouraging families to participate.
- To produce effective publicity material ensuring they conform to the corporate marketing guidelines.
- To input data from registration forms onto E-Start.
- Request system access amendments for all workers within the Family Hub.
- Request ID cards for all workers within the Family Hub.
- Completion of DSE assessments.
- Managing document archiving.

Finance

- Assisting with the financial management of the Family Hub by:
- Banking any cash received
- Being responsible for petty cash system and store cards (as required)
- Creating and maintaining spreadsheets and databases when required.
- Monitoring general stationery and cleaning supply levels, drawing up orders for approval and processing on ERP

Generic

- The post holder is responsible for his/her own self development on a continuous basis.

- The post holder must undertake other duties appropriate to the grading of the post as and when required.
- The post holder must be willing to travel between hubs at short notice.
- The post holder must carry out his/her duties with regard to the Council`s Equal Opportunities Policy.
- The post holder must undertake training as required.
- The post holder must work at all times within the requirements of the Health and Safety legislation.

Corporate accountabilities

Information security and governance

Manage information in line with the Council`s policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual`s needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with council policy and procedures

Key objectives

- To maintain a welcoming environment for children and their families when they enter the building especially for the first time. This will be measured by the annual customer satisfaction survey and may also be subject to mystery shoppers from time to time.
- To support the Family Hub Coordinator in the production, delivery and safe storage of documentation and records, maintaining confidentiality where necessary- this will be measured at supervision meetings with the Family Hub Coordinator.
- To support the Family Hub Coordinator in making sure the building(s) is/are safe, well used and well maintained and fit for purpose.
- To support the Family Hub Coordinator in handling the finances in a professional manner.
- Additional objectives will be determined annually in relation to each of the Admin Assistant`s key allocated role and responsibilities and outlined in the annual PDS.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> • You deliver exceptional customer service – you understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	
<p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers 	
<p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others 	

<ul style="list-style-type: none"> • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work • You act as an ambassador for the Council to our customers 	
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Knowledge, skills & experience	Recruitment and selection
Experience of general office procedures and maintenance of good quality records and filing systems	Application Form Interview
Demonstrable experience of reception duties	Application Form
Excellent organisational skills	Application Form
Experience of financial administration including cash handling	Application Form Interview
Ability to work within a team and under pressure of deadlines	Interview
Excellent customer care and communication skills	Interview
Well-developed IT skills and an excellent understanding of Microsoft Office applications	Application Form Interview
4 GCSE's (grades A-C) or equivalent including English and Mathematics	Application Form
To be responsible for own continuing self-development, undertake training as appropriate and participate pro-actively in the Performance Development Review scheme	Interview
To be flexible in the provision of support which may include transfer between teams and service areas	Interview
To undertake other duties appropriate to the grading of the post as required	Interview

Other requirements	Recruitment and selection
This position is subject to a criminal records disclosure check	YES
This is a politically restricted position	NO