

FAMILY HUB ADMINISTRATION OFFICER

Halton Borough Council
resourcing@halton.gov.uk

SALARY GRADE: HBC3

WORKING AT HALTON

All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:

- Working Together – building fantastic relationships with colleagues and customers
- Continuous Improvement – Keeping great service delivery at the heart of everything we do
- Personal Growth – Learning, growing and developing ourselves
- Accountability – doing what we say we are going to do
- Inspiring Leadership – positive roles models and leading by example

To read more about our values, click [HERE](#)

We are immensely proud that when asked what's great about working for Halton, the most popular response from our workforce has been 'our colleagues'.

Aside from working with a great team, our employees have access to a fantastic range of benefits, including:

- A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service
- Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions
- 3 x Salary Life Cover via Local Government Pension Scheme
- Investment in your personal development
- Free Car Parking at HBC sites
- Flexible / hybrid working arrangements available
- Car leasing schemes

For further information about all the benefits we offer, please click [HERE](#).

ABOUT THE JOB

As a Family Hub Administration Officer you will provide reception duties and administrative tasks to support Halton's Family Hubs and their service users.

More specific responsibilities include:

- Data entry onto service specific IT systems with a high level of accuracy, ensuring confidentiality and security of information.
- Being the first point of contact for service users, contractors, professionals responding to anticipated/unanticipated queries both face to face and via telephone.

- Providing administration support to the Family Hub team, managers, and multi-agency partners such as preparing communications, room bookings, photocopying, order/receive stationary and other equipment as identified.
- Provision of the delivery of Public Health Initiative such as Child Safety Equipment and Healthy Start Vitamins, overseeing stock rotation, distribution, and financial accounting.
- Ensuring the efficient organisation and arranging of internal, external, and multi-agency meetings, preparing, and sending out agendas, booking rooms, taking notes/minutes of Family Hub team meetings as appropriate, distributing notes/ minutes, and following up on actions as appropriate.
- Undertaking financial transactions including placing orders, goods receipting, payment of invoices and non-PO's, reconciliation of credit cards, handling and reconciling petty cash, banking preparation, and dealing with enquiries of association.
- Maintaining accurate signing in/out processes of visitors to Family Hubs ensuring effective Safeguarding and Health and Safety procedures are followed
- Supporting the Family Hub team in creation, development, monitoring and updating of service delivery activities via spreadsheets, to inform service delivery planning and performance.
- Supporting and responding to the needs of service users who through their circumstances will require a sensitive and empathetic approach.
- Provision of Information, Advice and Guidance on Council Wide Services, particularly Family Hubs access through maintaining associated digital platforms, social media, and other communications.
- Having an awareness of the diverse needs of the Family Hub communities and where necessary respond to service users where English is an additional language via appropriate methods.
- Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job

ABOUT YOU

The Family Hub Administration Officer should hold GCSE Math's and English qualifications; or have the ability to demonstrate equivalent, relevant experience.

In addition you will have:

- Experience of managing administrative and information systems for the use of inputting data.
- General clerical and reception experience including experience of taking minutes.
- Knowledge of Microsoft Office products such as Word and Excel.
- An awareness of Halton Borough Council's Strategy for Equality and Diversity, with an understanding of practices in how to meet the needs of diverse communities.
- An awareness of the importance of confidentiality.
- Ability to meet deadlines.
- Excellent communication skills, both written and verbal.

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.
