**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Support and Information Officer (SIO) |
| **Job Reference** | 20142 |
| **Grade and Salary** | Grade 3 - £25,185 per annum (pro-rata) This role includes performance related pay progression |
| **Directorate**  | Children and Young People’s Services (CYP)  |
| **Service** | Corporate Parenting |
| **Team** | Lowestoft and Waveney Family Time team |
| **Location** | Family Time Centre, Riverside Lowestoft |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Job sharing*
* *Use of flexitime / time off in lieu*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

The post is designed to support the delivery of supervised Family Time for children and families , enabling Children in Care to safely spend time with their families.

As part of the team, working out of the Riverside Family Time Centre, you will greet children and families, manage reception, offer support to the Family Time Coordinator and undertake a range of building tasks. You will also undertake a range of administrative and finance duties as needed.

You will be responsible for ensuring the buildings offer a warm, welcoming, and safe environment and support colleagues with the delivery of Family Time.

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| **Typical responsibilities of a role at this level**  |

* To manage the reception area and duties, acting as the first point of contact, providing a warm welcome and provide information for children, young people and families.
* To undertake a range of building tasks, including some daily and weekly health and safety tasks, key holding, housekeeping and infection control, working with contractors and supporting building audits, inspections & surveys.
* To undertake a range of financial duties including reports, ordering, and invoicing.
* To pro-actively use IT and electronic directories and sources of information and signpost colleagues to appropriate sources of data and information.
* Follow best practice and effective ways of working to support children, young people and families and identify improvements or areas of development.
* To undertake a range of data and Family Time Team administrative duties including room management, managing schedules, and recording to maintain quality data.
* To support partners in using Family Time Centre space.
* To be a Fire warden and First Aider on-site.
* To work flexibly across area as required to meet service need.
* Provide strengths-based approach to practice consistent with that of Signs of Safety

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| **About the team**  |

Suffolk’s Family Time Team supervises and facilitates family time sessions, ensuring a safe and supportive environment, often transporting children to and from family time They observe and assess interactions between children and their parents, providing feedback and support as needed, maintaining accurate records and reports. The team collaborate with social workers and other professionals to support the needs of the children and families.

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| **What you will be expected to deliver in the role** |

* To effectively support the management of buildings which includes key holding, maintenance management, daily and weekly health and safety tasks to support the Family Time Coordinator, housekeeping, infection control.
* To effectively administer business processes and procedures
* To provide an effective and customer focused first point of contact
* To collect, input and maintain up to date schedules and records as needed
* Provide a range of information and reports in support of your Team service area as required, this may include processing financial or statistical information and the use of specific IT systems and databases.
* Contribute to the design and development/and or completion of specific Team administrative systems and associated databases or spreadsheets.
* Develop expertise and knowledge within own service area.
* To actively contribute to team meetings
* Act as a champion or mentor others in an agreed area.
* Liaise and work with a range of colleagues including those from partner organisations to achieve successful outcomes for all children and young people within area of work.
* Share knowledge and expertise to improve processes across the team.
* Provide advice to colleagues on routine procedures or policies including on the job training and explaining how to undertake specific tasks.
* To identify risk and safeguarding concerns and escalate immediately where appropriate.
* To be able to work in any Family Time building, or outreach venue, that is needed in order to meet business need.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and Professional Memberships**

1. NVQ level 2 in an appropriate subject i.e. Business Administration or Customer Services or equivalent knowledge and experience
2. Good standard of literacy and numeracy required
3. Evidence of continuing professional development
4. Willingness to undertake training as required to update knowledge and skills
5. NVQ level 3 at an appropriate subject or equivalent knowledge and experience (desirable)

**Specialist knowledge skills and experience**

1. Excellent attention to detail with a proven ability to input data accurately
2. Demonstrable experience in a range of office procedures
3. Ability to plan and organise own workload, taking responsibility for delivery of tasks and support others where necessary
4. Knowledge and understanding of early intervention and universal services
5. Awareness of legislation, policy and best practice which relates to Children in care
6. Knowledge and understanding of safeguarding procedures
7. Excellent IT skills with a good working knowledge of Microsoft packages and the ability to learn new systems as and when required
8. Proven ability to meet targets set
9. An understanding of need to work appropriately with confidential and sensitive information with a demonstrable understanding of confidentiality and data protection
10. Research and problem-solving skills to deal with queries and issues
11. Ability to provide accurate and timely advice to staff and the public on a range of issues, resolving queries and solving problems
12. Ability to deal with a range of customers, some of whom may be angry or distressed, bringing situations to a confident conclusion
13. Works effectively as a member of a team, supporting team members and demonstrating a flexible approach
14. Commitment to understanding what is important to children and families
15. Demonstrates understanding and sensitivity of the diverse ranges of need of clients and backgrounds
16. Clear and effective communication skills to confidently deal with sensitive and challenging issues, tailoring your style and method as appropriate to your audience
17. Ability to be creative, flexible and innovative
18. Knowledge and /or experience of using Suffolk Signs of Safety and Wellbeing principles, disciplines and tools (Desirable)

**Values and Personal Qualities**

1. A passion for improving the lives of children, young people and the families who access our services
2. Commitment to safeguarding and promotion the welfare of children, young people and vulnerable adults
3. Committed to working as part of a team
4. Flexible in approach to meet the demands of the post and team
5. Demonstrates use of reflection to inform practice
6. Positive with a sense of purpose
7. Resilient in the face of challenge
8. Flexible in approach to meet the demands of the post and the priority of improving outcomes for children and families

**Additional requirements**

1. An enhanced DBS check is required for this role
2. Available for deployment anywhere in Suffolk
3. Ability to undertake out of hours working if required

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.

