



ID: 1394 Job title: Information Advice Officer

Salary: Grade 2 (upper) point 16-19: Starting at £22,771 - £24,206 FTE per annum (For 22.5 hours = £13,847 - £14,719.86 per annum, pro rata)

Location: Based at Lewis Lane Children and Family Centre, Cirencester, with travel across Stroud when required.

Hours: 22.5 hours per week (part time) – 1 post

Contract: Permanent

Family Action & the Role's Impact:

At Family Action we support people through change, challenge or crisis. It's what we've done for over 150 years. We protect children, support young people and adults and offer direct, practical help to families and communities.

We see first-hand the power of family to shape lives, for better or worse, so we speak up for the importance of family in national and local policymaking, amplify family voices and represent the changing needs of families in the UK today.

The post holder will share and embrace the vision of 'developing an innovative Gloucestershire Family Hub model which puts the well-being of all families, children, and young people at the heart of its work and leads to systemic and transformative change for individuals and the community'.

Main Responsibilities:

- Supporting the team by providing administrative support, to meet the evolving needs of the service.
- Assisting with health and safety of the children and family centre, managing building operations, and ensuring a warm and welcoming front-of-house experience for all service users and visitors.
- Handling the publicizing and marketing of materials for the centre, provide advice, signposting and brief interventions to empower children, young people, and their families.

Main Requirements (for details check the job description and person specification):

- Provide a warm, efficient and welcoming reception service for all visitors and telephone callers. To ensure that the venue(s) adheres to safe risk management procedures at all times.
- Provide relevant and effective signposting to online information, advice and support, with a child, young person, parent or carer to address a particular need
- To assist in placing orders, completing stock inventories, and receiving delivery of goods.

- To complete diary and room booking requests from external partners and agencies.



- To keep timely and accurate records, including taking minutes for meetings and adhere to confidentiality, safeguarding and information-sharing protocols.
- Recording data and uploading documents on our Liquid Logic database and Outcome Star system and, at times, collating data for monitoring reports.
- Deal with building maintenance and security issues and liaise with tradespeople and anyone responsible for the maintenance of resources, equipment and safety of the building in a professional manner.
- To support and produce in line with Family Actions Marketing and Communications Department, all local publicity for groups, workshops and events.

Benefits:

- an annual paid leave entitlement that commences at 25 working days, (pro rata for part time) rising each April by one day, subject to a maximum of 30 working days plus bank holidays / of 30 working days plus bank holidays
- up to 6% matched-pension contributions
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment
- enhanced paid sick leave and paid family leave provisions
- eye care and winter flu jabs vouchers
- cycle to work scheme
- investing in your professional development with ongoing quality training and career development opportunities

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**.

To Apply:

- Download and submit a completed [Application Form linked to the Family Action job advert](#)
- Closing Date : Monday 24th February 2025 at 23:59
- To learn more about Family Action: [Recruitment Pack](#)
- To learn more about our terms & conditions: [Summary Terms & Conditions of Employment](#)
- To help us fulfil our commitment to diversity and promoting equal opportunities: complete our anonymous [Equality & Diversity Monitoring Information survey](#)

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email: Rachel.sanders@family-action.org.uk

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. Intersectionality is important to us and we particularly welcome applications from ethnically diverse communities, LGBTQIA+ candidates and disabled candidates



because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an in person interview.

* Ordinarily Family Action appoints new starters at the starting point of the salary scale (with subsequent annual pay progression), unless you have experience that would justify appointment further up the salary scale or there are any other exceptional reasons.