

<b>.5Job Description</b>	
<b>Job Title</b>	Admin Navigator
<b>Salary Range/Grade</b>	£14,085 to £14,559 per annum
<b>Job Location</b>	County Hall, Trowbridge
<b>Hours Per Week</b>	22.5 – Worked Monday to Wednesday
<b>Reports To</b>	Senior Practitioner Admin and Data
<b>Responsible For</b>	N/A
<p><b>What positive impacts will this position have on children, young people and families?</b></p> <p>As a Welcomer/Administrator Navigator for Wiltshire Family Hubs, you will be the linchpin connecting families to vital resources and services. Your organisational prowess and compassionate approach will empower families, ensuring they receive the support they need seamlessly. Join us in making a positive impact on the lives of Wiltshire families, contributing to the harmony and well-being of our community through efficient and empathetic administrative navigation.</p>	
<b>General Description</b>	
<b>Task</b>	
<ul style="list-style-type: none"> <li>• Serve as the initial point of contact in the three Family Hub flagship buildings for families accessing the Family Hubs, offering a welcoming and supportive environment.</li> <li>• Be responsive and effectively communicate with service users, colleagues, professionals and other agencies, face to face and through electronic message systems</li> <li>• Register new families, coordinate and schedule appointments for families, ensuring efficient use of time and resources.</li> <li>• Provide administrative support to the Family Hubs team, including managing schedules, coordinating meetings, and handling documentation.</li> <li>• Maintain accurate and confidential records, including registers, session forms, call logs, evaluations and parent feedback</li> <li>• Work within the ethos and procedures of Wiltshire Family Hubs and Spurgeons which include safeguarding, confidentiality, anti-discriminatory practice, health and safety</li> <li>• Signpost families to universal support or to colleagues within the family hub (for example Family Hub Practitioners, Navigators etc).</li> <li>• Assist families in navigating available resources by providing information on local services, programmes, and support networks</li> <li>• Collaborate with other Family Hubs team members to ensure a coordinated and integrated approach to family support services.</li> </ul>	

<ul style="list-style-type: none"> <li>• Answer telephone enquiries, take bookings for all courses, produce marketing material, activity packs and other publications and ensure sufficient resources are available for courses</li> </ul>	
<ul style="list-style-type: none"> <li>• Support the distribution of Healthy Start Vitamins</li> </ul>	
<p><b>What you will have achieved by month 3</b></p>	<ul style="list-style-type: none"> <li>• Completed essential online training</li> <li>• Read and understood policies and procedures</li> <li>• Attended Spurgeons 'Introducing our Ethos and Values' workshop</li> <li>• Completed 3-month mid probationary review</li> <li>• Completed LiquidLogic training</li> <li>• Visited all flagship and spoke hubs as required</li> <li>• Established relationships with local stakeholders</li> <li>• Have a clear understanding of safeguarding and health and safety policies and procedures in day-to-day work</li> <li>• Confident promoting the family hub delivery of programmes and group work to parents and carers accessing the family hubs.</li> <li>• Have an understanding of the data processing and reporting pathways in place, confident completing their processing requirements in order to satisfy the local authority requirement of bi-monthly data reporting.</li> </ul>
<p><b>What you will have achieved by month 6</b></p>	<ul style="list-style-type: none"> <li>• Successfully completed probation and probationary review meeting</li> <li>• Successfully completed induction</li> <li>• Confidently and actively encouraging registration of families coming into the flagship hubs.</li> <li>• Confidently promoting the Healthy Start vitamin offer.</li> <li>• Fully conversant with the All Together platform and the local Family Hub website.</li> <li>• Have a firm understanding of the local authority's cultural commitments, and these will be embedded in practice.</li> <li>• Be part of a one team culture across the county, engaging in innovative ways of working without firm working bases.</li> <li>• Helping to embed culture in all family hub staff of the importance of data, including collation, processing and reporting, resulting in fast and efficient pathways of data reporting.</li> <li>• Competently undertaking process including – course/programme booking, health and safety recording, parent feedback processes etc.</li> <li>• Confident ordering resources in line with Spurgeons' policies and practices.</li> </ul>

### What you will have achieved by month 12

- Alongside other Family Hub colleagues, ensuring registration of 5000 new families.
- Fully embedded in data streams which enable Spurgeons to capture that 70% of all parents/carers receiving support from the hubs have progressed by at least 2 score points, and that there is an 80% retention of parents and carers on relevant courses in line with the local authority's KPIs (Key Performance Indicators).
- Be part of a regular timetable of practice sessions/meetings.
- Established strong working relationships with other partners within the flagships and spoke buildings.
- Be fully able to evidence how families are being signposted and navigated to Family Hub and other services and what the impact has been.
- Be able to evidence the impact of the role, including meeting the KPIs specified by the local authority (number of community groups, schools/settings the navigator has connect with, number of parents introduced to community groups, case studies of parents accessing community groups, number of young people introduced to youth groups and services).



Type	Description	Essential/ Desirable
<b>Qualification(s)</b>	<ul style="list-style-type: none"> <li>English and Maths GCSE standard</li> <li>The ability to demonstrate a competent level of skill in Maths and English.</li> <li>NVQ3 Business Administration or equivalent</li> <li>NVQ4 Business Administration or equivalent</li> <li>Evidence of recent and ongoing professional development/training relevant to the post</li> </ul>	D E  D D E
<b>Professional Registration</b>	N/A	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in an administrative role, preferably in a family services or community support setting</li> <li>Experience in data entry and maintaining accurate records, ensuring compliance with data protection regulations</li> <li>Experience in scheduling appointments and managing calendars</li> <li>Experience in a customer service or support role, providing assistance and information for individuals and or families</li> <li>Experience of collaborating with other professionals to ensure the seamless delivery of services</li> </ul>	E  E  E  E  E
<b>Skills</b>	<ul style="list-style-type: none"> <li>Clear and effective communication skills, both written and verbal</li> <li>Excellent customer service skills to assist families in a friendly and supportive manner</li> <li>Strong organisational and time management skills to manage administrative task efficiently</li> <li>Ability to work collaboratively in a team environment</li> <li>Proficient in data entry and maintaining accurate records</li> <li>Meticulous attention to detail to ensure accuracy in administrative processes</li> </ul>	E  E  E  E  E  E



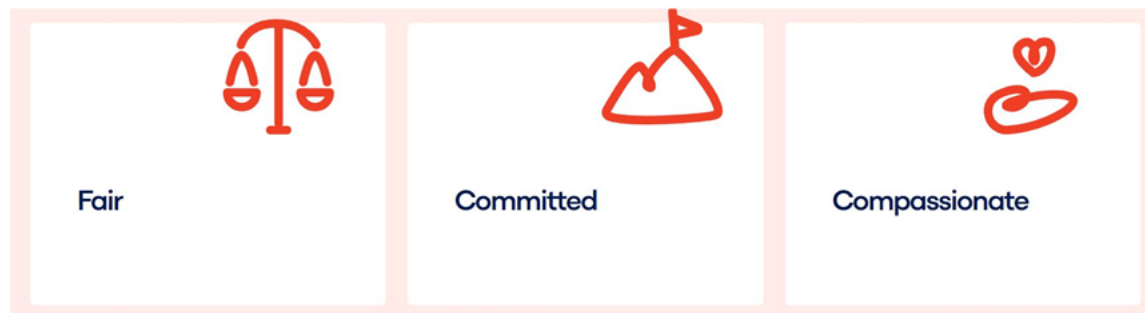
# Job Description & Person Specification



## What We Expect From You

### Our Values:

Everything we do is driven by our values which define who we are and how we work together to support children, young people and families. Our values are at the core of everything we do.



### Our Behaviours:

We have certain expectations of your interactions with our colleagues, our partners, children and the general public. We would expect that you exhibit these behaviours as an employee of Spurgeons.

- Put children and young people first in everything we do
- Respect and value every individual
- Listen to understand without judging
- Be open and honest with kindness
- Persevere to be our absolute best and do what we say we will do
- Bring out the best in each other as we work together for the right result

### Safer Recruitment & Employment Policy:

As part of Spurgeons Safer Recruitment & Employment Policy, any appointment to this role will be subject to the completion of a DBS application and obtaining satisfactory references.

### Equal Opportunities For All:

We actively encourage applications from a broad and deep range of backgrounds and experiences. We are a Disability Confident Employer.

