Nottinghamshire County Council

Title ***Families Information Service Assistant***	*Department* ***Children and Families Services***	***Post Ref.***

Job Purpose

To provide technical assistance and support to deliver information, advice and guidance to children, young people, parents/carers, and professionals on the provision of services in the local area through the Families Information Service.

Key Responsibilities

1. To support and contribute to the development and maintenance of online resources and content for families by adding and regularly updating content to the Families Information Service databases and website.
2. To work to defined business standards and processes, performing a wide range of administrative tasks with due regard to confidentiality and safeguarding.
3. To provide advice and guidance to customers, business partners and others on business processes and operational service issues.
4. To use databases to input, manipulate and retrieve data, maintaining statistical records as required.
5. To support consultation activities such as the annual Families Information Service User Satisfaction Survey and service user testing activities.
6. To respond to enquiries from the public, staff and colleagues on matters arising with the post holder's work.
7. To create, schedule and contribute to targeted social media posts and campaigns across various platforms.
8. To provide direct help, guidance, and support to users of the digital platform as needed.
9. To support in the promotion of the Families Information Service.

Key Accountabilities

10. To be accountable for the accuracy and quality of information within the responsibility of the post holder.
11. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance.
12. To ensure that financial regulations are followed.
13. To ensure that the Council's Social Media Policy and Guidelines are followed.
14. Work efficiently and effectively.
15. Be aware of data protection and information governance to ensure the risk of data breaches is minimised.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Good literacy and numeracy skills to NVQ 3 level or equivalent.
2. Knowledge of the principles and practices of excellent customer service.
3. Use of Microsoft Office packages to a good standard.

Experience

11. Experience of using database systems to collect, manage and analyse data.
12. Experience of data input and data management ensuring accuracy and where appropriate confidentiality.
13. Significant experience and competence using IT and common business support packages including word processing and spreadsheets.
14. Experience of providing information to the public or customers using good communication skills.
15. Experience of using defined business processes and giving guidance on them to colleagues.
16. Experience of marketing and communications activity, including social media promotions, and in person.

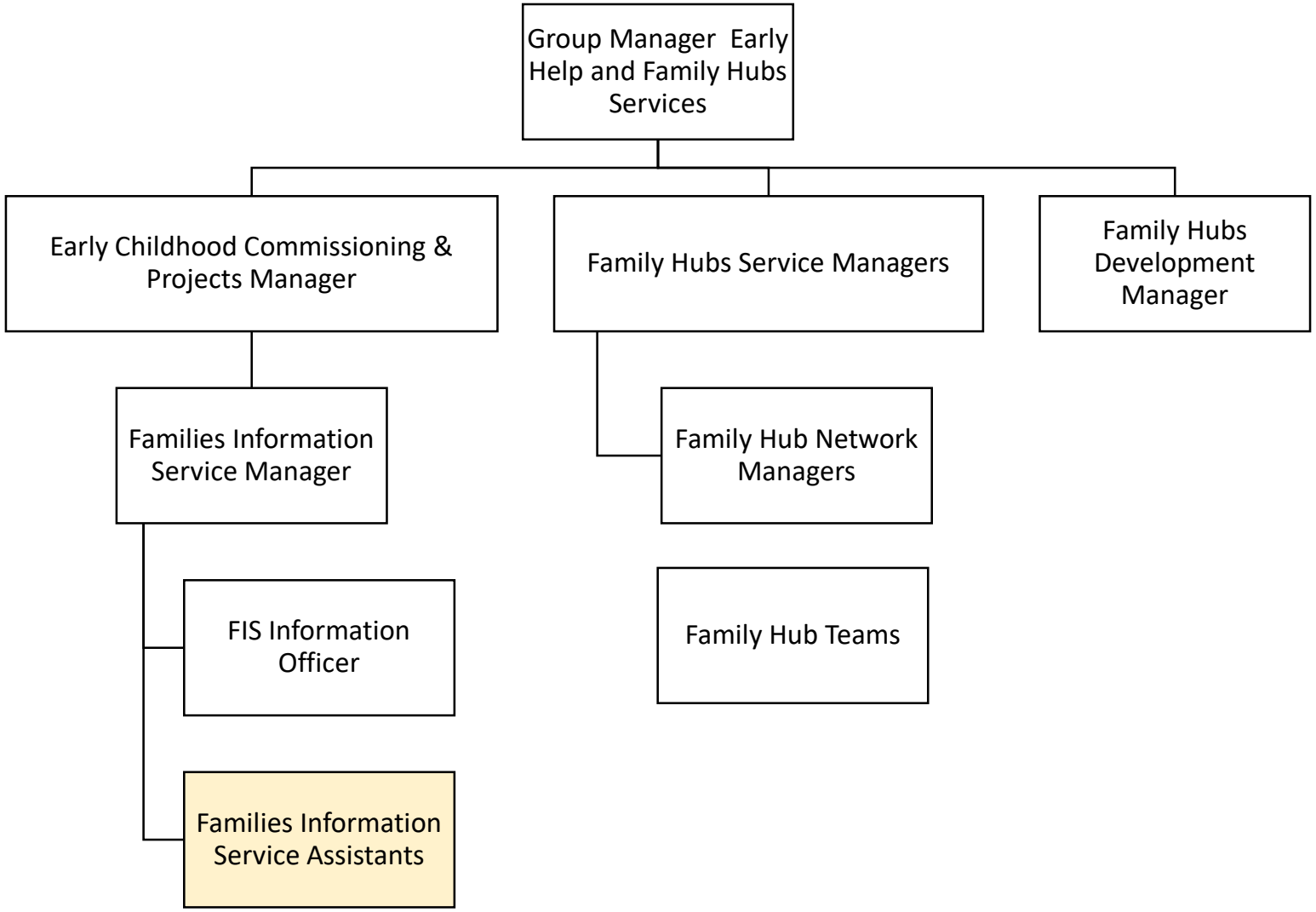
Personal skills and general competencies

4. Puts into practice the Council's commitment to excellent customer care.
5. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
6. Works well with colleagues but also able to work on their own initiative.
7. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.
8. Good technical ICT skills for creating and manipulating data and information content on digital platforms
9. Ability to contribute content to databases, online resources website etc.
10. Ability to meet agreed objectives and delivery targets by the effective use of resources.

Role Dimensions

1. Work within the Families Information Service as directed

Please attach a structure chart


Group Manager Early Help and Family Hubs Services
Early Childhood Commissioning & Projects Manager
Family Hubs Service Managers
Family Hubs Development Manager
Families Information Service Manager
Family Hub Network Managers
FIS Information Officer
Family Hub Teams
Families Information Service Assistants