



Service Administrator & Data Officer, Croydon Council

Application Pack



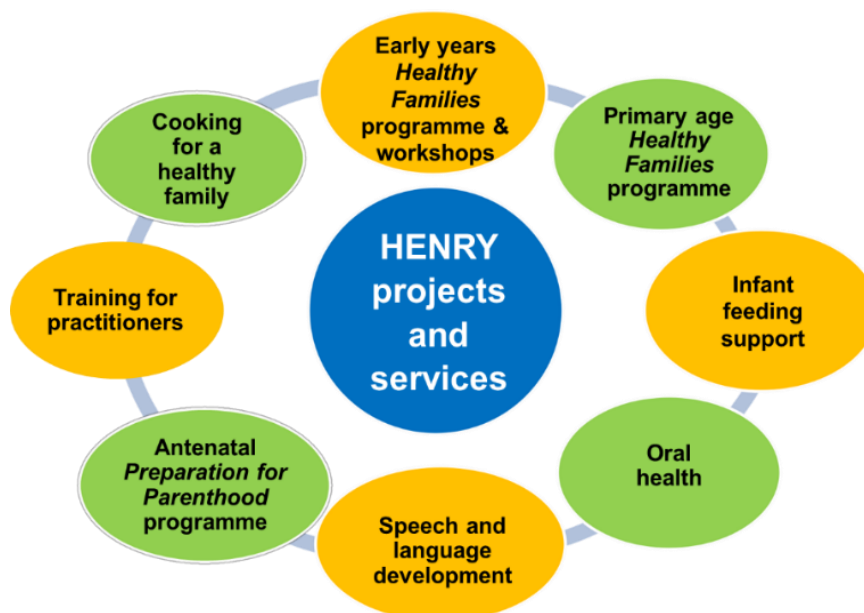
About HENRY

Childhood experiences last a lifetime - so every child deserves the best possible start in life. And although parents want a happy healthy future for their children, family life isn't always easy. Our mission is to support a healthy, happy start for children and lay the foundations for a brighter future – by making sure families get the support they need.

Our service offer

Founded in 2009, HENRY is now the leading national provider of evidence-based services to support a healthy start. We are currently working in partnership with NHS trusts, public health teams, children's services and other partners in around 40 local authorities and 5,634 families benefited from HENRY support in the last year.

We support parents to transform family life for the better in all sorts of ways – including emotional wellbeing, family relationships, parenting skills, infant feeding, the home learning environment, improved nutrition and getting more active.



Our values

HENRY aspires to be a values-led organisation. All of our work with families, partners and HENRY colleagues is underpinned by the following explicit values:

- **Partnership:** parents are the experts in their own family so we start with their experience and support them to make changes that they believe will lead to a healthier and happier life.
- **Strengths-based:** we acknowledge and build on all the things that are going well, fostering hope and self-belief.
- **Person-centred:** families face different challenges - we get alongside families and listen, building a relationship based on trust and empathy.
- **Respect:** we value families for who they are and seek to understand rather than judge.
- **Inclusive:** we find out about the difficulties that some families face in accessing support and work proactively to overcome barriers.
- **Excellence:** we strive to provide families with high quality and effective support; we value learning about what doesn't work as well as what does, approaching new ideas with an attitude of curiosity and using reflective practice, evidence and feedback to improve our services.

Our impact: 10 years of making a difference to the lives of children and their families

Our 10-year impact report¹, published last year, tells the HENRY story through the voices of families, volunteers and local practitioners – as well as bringing to life many of the collective changes that children and families have achieved.

I started a programme and ended up with a new life



Every day, we are helping some of the UK's most vulnerable and deprived families provide a great start for their children, so they flourish throughout childhood and beyond. Following a HENRY programme:

- 93% of families lead a healthier lifestyle
- 77% of parents have improved emotional wellbeing, including feeling happier, less isolated and less stressed
- 86% of parents are able to hold boundaries more effectively

I'm now the Mum my child deserves

It was one of the best decisions in my life to attend the HENRY programme. Before, as a single mum (with no relatives in UK), I was full of doubts how to raise my child. Now I am a confident parent who knows what is best, both for me and my child.

I had to realise that everything depends on us, parents. Happy mum, happy child. Before the programme, I was not sleeping enough, no exercising, I was eating junk food, I was frustrated.

During the programme, I introduced new habits, such as sleeping more, eating fruits and vegetables every day, looking at the food labels before buying anything, introducing new foods, exercising more, tidying the flat, giving choices to my baby girl, reading to her more.

It also gave me the opportunity to meet other parents, and to avoid depression. I really enjoyed that somebody is taking care of me. We got flowers, candles to chill and relax at home. I learned that "me time" is very important, not just for me but for my baby as well.

We got free vitamins, balls, books (what my baby girl loves so much that there is no day without reading the Henry Bear story to her).

Hackney parent

¹ www.henry.org.uk/impactreport

Our team of staff and volunteers

HENRY currently employs 94 staff and sessional workers. About a quarter of staff are based at our national support office near Oxford, with the majority of staff based locally (Hackney and City of London, Waltham Forest, Southend, Hertfordshire, Bradford and Blackpool), delivering services and projects.

In addition to our employed staff team, freelance trainers, sessional facilitators and volunteers also play a crucial part in delivering HENRY services.

HENRY's supportive ethos and high levels of staff satisfaction and commitment are evident in our annual staff surveys. 100% of staff tell us they are proud to work for HENRY and 98% report that staff morale is good or very good.

Our future

This is an exciting time to be joining HENRY. Our charity has continued to grow at a rapid rate across every year – almost 40% over 3 years – and we are projecting further growth in 22/23.

Uptake of HENRY is widespread across the UK - parent, practitioner and commissioner feedback testifies to the value and impact of HENRY, as does our growing [evidence base](#). Following a successful feasibility study, the National Institute of Health Research is now funding a full randomised control trial of HENRY.

We have developed new programmes during pregnancy, the primary years and, most recently, for teenagers. The coronavirus pandemic has impacted face-to-face delivery and accelerated our plans for digitalisation, with all our family support and training activities now adapted for online delivery as well as face-to-face. This has provided greater choice for families, as well as creating new opportunities for national delivery of remote services to reach families in areas where there is no local HENRY presence.

To enable us to reach more families and have the greatest possible impact on children's futures, our **strategic objectives** for the next 3 years are to:

1. Invest in workforce capacity and wellbeing – and provide the space for people to assimilate change
2. Build organisational resilience through investment in digital transformation
3. Maximise the new opportunities and business models we know are already there – balancing our core offer with innovation
4. Forge new strategic partnerships to drive income, delivery and research



Overview of role

Job Title	Service Administrator & Data Officer
Work base	Your home and an office base TBC
Hours per week	0.6fte (22.5 hours a week – working pattern to be agreed)
Salary	£24,092 rising by annual increments to £27,132 (£14,455 - £16,279 pro-rata)
Contract	Fixed term to 30.06.2026
Responsible to	Service Manager
Annual leave	30 days per year plus bank holidays (pro-rata)
Pension	Access to pension scheme with a matched employer contribution of up to 6%

Job Purpose

In partnership with Croydon Council, HENRY supports families and children 0 - 7 years of age living in the London Borough of Croydon to get the best start in life.

This role is to provide administrative and data support to the HENRY service in Croydon which supports families to achieve a healthy lifestyle, improve health outcomes for young children, reduce health and social inequalities and give children a healthy start for a brighter future.

Key working relationships

- HENRY Croydon team:
 - Service Manager
 - Lead Practitioner
 - Health Families Facilitators
- HENRY national staff:
 - Head of Service Delivery
 - HENRY Service Managers
 - Head of Training and Programmes
 - Head of Finance and Administration Manager
 - Communications and Marketing Officer
 - Data Manager

Key Responsibilities

1. To lead on data capture and the collation of data reports
2. To provide administrative support ensuring the smooth and safe running of services

1. To lead on data capture and the collation of data reports

- Collect family contact details and ensure that service delivery data is accurately collected and processed to enable reliable reporting against Croydon Council contract requirements.
- Provide data inputting support to team members as necessary.
- Prepare monthly, quarterly, annual and ad hoc data reports as required and liaise with colleagues at Croydon Council on data queries
- Support the preparation and writing of reports and monitoring progress against key deliverables and milestones.
- Maintain a complaints log and provide regular feedback as applicable.
- To use systems and processes in a way that ensures that GDPR regulations are met, safeguarding information appropriately, and supporting other staff members to do the same where necessary
- Comply with HENRY data protection policy and Accessible Information Standards for public health services

2. To provide administrative support ensuring the smooth and safe running of services

- Process emails and referrals, liaising with families and professionals about the HENRY programme and updating programme google sheets
- Take phone calls, manage post and emails and deal with general enquiries, ensuring office functions run efficiently and effectively.
- Collaborate with the Lead Practitioner on the scheduling of HENRY services.
- Support the volunteer coordinator with administration around recruitment, safeguarding training and DBS checks
- Monitor levels of stationery and office resources, place orders, take deliveries and keep accurate records.
- Ensure spending on project resources is agreed and provide monthly spending updates.
- Provide administrative support to the team, including preparation of programme resources.

3. Attitudes, behaviour and values

- Build respectful relationships, understanding the impact of your behaviour on others and being willing to adapt it when necessary.
- Work effectively as a member of the team by consulting and sharing information with colleagues, managing your time to meet deadlines and preparing for meetings.
- Comply with all organisational policies and procedures.
- Support own development through on-going reading, research and supervision.
- Other duties and responsibilities as negotiated with the post holder.

Key Responsibilities

	Essential	Desirable
Qualifications	<p>Level 3 or equivalent skill gained through experience in a relevant field (e.g. administration, databases)</p> <p>A-C GCSE or equivalent in Maths and English</p>	<p>Graduate level education or equivalent</p>
Experience	<p>Evidence of experience in data inputting and management</p> <p>A minimum of one year's proven data or administrative experience in an office environment or similar</p> <p>Effective working as part of a team</p>	<p>Experience of using SystemOne, developing data collection systems for projects</p> <p>Financial administration</p>
Knowledge	<p>Google Drive, Google Sheets</p> <p>Microsoft Excel, Word and Outlook</p> <p>Information and data protection legislation</p> <p>Understanding of data-sharing protocols</p>	<p>Working knowledge of public services e.g. health and early years services and school services</p>
Skills and attitudes	<p>Motivation to contribute to HENRY's work</p> <p>Working effectively as part of a team, able to provide clear explanations and support to colleagues</p> <p>Excellent computer skills</p> <p>Accurate and thorough with an eye for detail</p> <p>Ability to present information clearly, support drafting of reports and present complex data</p> <p>Self-motivated and able to work without close supervision</p> <p>Excellent interpersonal and relationship-building skills, with a warm telephone manner</p> <p>Strong organisational and planning skills, able to work on own initiative, think creatively, prioritise tasks and meet deadlines</p>	<p>Willingness to take the initiative in identifying problems and suggesting solutions.</p>

Application timetable

Deadline for applications	9 am on Monday 22nd August 2022
Interviews (to be held remotely)	Wednesday 31st August 2022

Application process

For more information, please contact recruitment@henry.org.uk.

To submit an application please complete the forms below which are available on <https://www.henry.org.uk/jobs> and email them to recruitment@henry.org.uk

- Application form
- Equal opportunities form