



HENRY
IT and Digital Co-ordinator

Application Pack



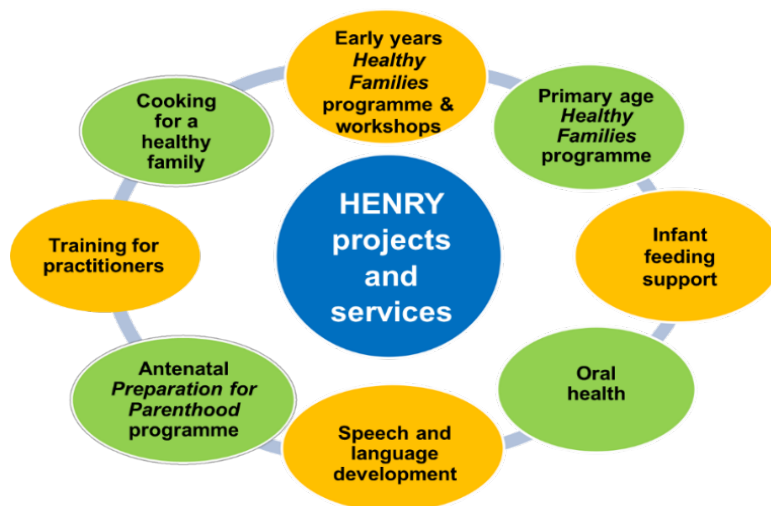
About HENRY

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 bring 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 72 staff. Just over a third of staff are based at our national office near Oxford, with the majority of staff based locally (Hackney and City of London, Waltham Forest, Southend, Bradford and Blackpool) delivering services and projects.

In addition to our employed staff team, teams of 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, would recommend HENRY as an employer and have continued to feel well-supported during the challenges of the coronavirus pandemic.

Our future

In April 2019 we began implementation of our new 3 year plan to maximise:

- **impact:** the greatest positive change for the people we support
- **reach:** the number and diversity of people we support, as well as our geographical reach
- **revenue:** ensuring financial sustainability to deliver our charitable objectives

Our strategic objectives in achieving this are to:

- Continue to strengthen our work in pregnancy and the early years
- Extend HENRY to parents of children aged 5-11 and to teenagers
- Extend our reach through the use of digital technology and new partnerships
- Develop and maintain our reputation as a 'centre of excellence', working with academic partners to strengthen our evidence base and influencing national policy
- Develop new income-generating activities to support our core mission

This is an exciting time to be joining HENRY. Over the last 5 years we have successfully implemented ambitious plans for growth, and are projecting further growth in 20/21.

The coronavirus pandemic has impacted face-to-face delivery and accelerated our plans for digitalisation, with rapid adaptation of our family support and training activities for online delivery.



Overview of role

Job Title	IT and Digital Co-ordinator
Office Base	National Office, 6 Elm Place, Old Witney Road, Eynsham OX29 4BD with working from home
Hours per week	1.0 fte (37.5 hours a week)
Salary	(£23,391 to £26,342)
Responsible to	Digital Manager
Annual leave	30 days per year plus bank holidays
Pension	Access to pension scheme with a matched employer contribution of up to 6%

Job Purpose

To support and deliver HENRY's digital and technological functions:

- A developmental post with the opportunity to learn, support and contribute to digitalisation across a growing organisation while developing skills and knowledge with a 'future-proofing' approach
- Working with the Digital Manager to contribute to the organisation of HENRY's ongoing digitalisation, troubleshooting and supporting with new systems
- Working with the Digital Manager to plan for, actioning the development of and embedding for users, integrated digital processes to enable change

Key working relationships:

- Digital Manager
- Service Managers
- Senior Managers

Key Responsibilities

- 1. Establish and support the integration of digitalised functions for HENRY's operations**
- 2. Support users with their embedding of these new digital functions**
- 3. Listen to and help facilitate the ongoing use of these operationalised digital functions**
- 4. Provide front-end support with users' IT needs, building capacity across the organisation**

1. Establish and support the integration of digitalised functions for HENRY's operations

- Work with the Digital Manager to operationalise a transformation programme across all functions of HENRY (this can include organisational systems, sales and marketing, evaluation and improvement, and service delivery).
- Work with the Digital Manager and members of staff across the organisation to identify needs which need to be addressed
- Identify when new systems need to be adapted to continue to be fit for purpose, following a process of Plan, Do, Study, Act

2. Support users with their embedding of these new digital functions

- Working with different departments across HENRY to support their understanding of different digital systems and tools
- Building confidence across HENRY, during the change management process, in the use of these new systems, answering questions and queries with empathy and respect
- When additional training for staff is required, work with the Digital Manager to establish best practices across the organisation
- Working closely with Managers to establish this support with their teams in a bespoke way which suits individuals

3. Listen to and help facilitate the ongoing use of these operationalised digital functions

- Once a system has been established, work with individuals in a team who require additional support
- Analyse the effectiveness of different digital systems and seek support from the Digital Manager to develop these further
- Identify and work in collaboration with different teams to develop systems further to continue to ensure these suit the needs of users

4. Provide front-end support with users' IT needs, building capacity across the organisation

- Setting up hardware for individuals across and organisation, following a four-year cycle of improvement
- Setting up additional software for individuals and identifying when different software would be helpful for individuals across HENRY
- Fixing hardware and software for individuals across the organisation when support is required
- Monitor the Mobile Device Management policy and cloud-based anti-virus systems to ensure that devices are kept secure and that HENRY continues to be GDPR compliant

- Monitor tickets across HENRY to provide ad-hoc user support in different situations, identifying when different users are requesting support for the same problem and working with the Digital Manager to establish new, or adapt existing systems and/or training, that meet this need

5. Attitudes and behaviours

- 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.
- Maintain clear and accurate records.
- Communicate effectively with partners.
- Comply with all organisational policies and procedures.
- Model HENRY values.
- Support own development through on-going reading, research and supervision.

Person specification

	Essential	Desirable
Qualifications	Graduate level education or equivalent experience	
Experience	<p>Experience in change management across an organisation</p> <p>Experience in setting-up technological devices and supporting users</p> <p>Experience in answering questions and offering advice to use software in an effective and tailored way for individuals</p> <p>Supporting the troubleshooting of technology</p> <p>Supporting team-members ongoing use of technological issues with empathy</p> <p>Effective working as part of a team</p> <p>Enabling staff development with supportive relationship building</p> <p>Experience troubleshooting 'teething-issues' for individual users using new systems</p>	<p>Experience in using Google Workspace or similar</p> <p>Experience of a ticketing system for technological support and spotting trends with these requests</p> <p>Experience in setting up hardware and software and listening to user needs</p> <p>Experience with supporting users with new software and hardware, especially with their first-time and ongoing use</p>

<p>Knowledge</p>	<p>Advanced knowledge of using spreadsheets, word processing software and emails to organise, prioritise and achieve working goals</p> <p>Using a cloud-based productivity and collaboration system</p> <p>Awareness of how an IT system is integrated and monitored across an organisation</p>	<p>How to maintain a cloud-based anti-virus system</p> <p>Experience in setting up software and supporting users with their ongoing use</p> <p>Awareness of how patches are deployed and systems are kept GDPR compliant</p>
<p>Skills and attitudes</p>	<p>Proactive approach to supporting the development of technological solutions</p> <p>Motivation to contribute to HENRY's work</p> <p>Team player with a desire to help others reach shared goals</p> <p>Excellent computer skills</p> <p>Self-motivated and able to work without close supervision</p> <p>Excellent interpersonal and relationship-building skills, with a warm and fluent telephone and communication style</p> <p>Strong organisational and planning skills, able to work on own initiative, think creatively, prioritise tasks and meet deadlines</p> <p>Willingness to undertake training and ability to quickly grasp new knowledge and systems</p>	<p>An approach of cycle of reflection, review and learning leading to adaptation and improvement of systems</p>
<p>Ability</p>	<p>Able to regularly work from the HENRY National Office, based in Eynsham</p>	

Application timetable

Closing date for completed applications: 9 am Monday 31st January

Interviews: Monday 7th February

As required, interviews will be in line with the most up to date government guidance via video conferencing or face-to-face.

To apply, please complete the attached application form and equal opportunities form available from our website <https://www.henry.org.uk/jobs> and return to recruitment@henry.org.uk