



HENRY

**Service Administrator and Data Officer
London Borough of Hackney & City of
London**

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. We make sure families get the support they need so that they and their children are able to flourish throughout childhood and beyond.

HENRY is 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. 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 service offer

- Training for practitioners, equipping them with the confidence, understanding and skills to create the conditions for positive change in their work with families
- Family support services, including a wide range of workshops, group programmes, individual support, resources and online help
- Creating healthier communities through volunteering and supporting a healthy start in childcare settings

Our 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, using reflective practice, evidence and feedback to improve our services.

Our impact

HENRY family support really works:

- 97% of families who join a HENRY family programme are leading a healthier lifestyle and enjoying family life more by the end
- Independent academic evaluation shows that families make long term changes, and parents themselves describe our support as 'life-changing'.

"For me this course helped me to break the bad habits that had been passed on to me through many generations. It's a big change that will make the children of tomorrow healthier. As parents you want to do the best for your children and the HENRY course definitely shows you the way to achieve that."

Our training for practitioners is transformative:

- 99% practitioners say it met or exceeded expectation

- 71% are still using the skills they develop through our training 12 months later, with many still using them 5 years on

“Excellent, inspirational training. I have been on many courses and this is the best one I have ever done.”

Our team

HENRY currently employs 45 staff. About one third are based at our national office near Oxford and half in 6 different locations (Hackney, Waltham Forest, Southend, Bradford, Leeds/Sheffield and Telford) delivering services and projects.

In addition to our employed staff team, 12 freelance trainers and 95 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. Over 90% of staff tell us they are proud to work for HENRY, enjoy working with people at HENRY and feel they are treated with fairness and respect and that their views are listened to and valued.

London Borough of Hackney & City of London Project

The *Best Start with HENRY* service in City & Hackney is supporting hundreds of local families with children aged 0-5 – from shortly after birth, right through to starting school – to provide a healthy, happy start in life for their children and the whole family.

Health Families Group programme: an 8 week programme for families with young children to help parents get their little one off to a great start.

Individual workshops on topics like:

- *Starting solids* – get some help navigating the confusing world of getting your baby started on solid food
- *Let’s get active* – join in and learn a whole host of active games and play ideas you can enjoy at home with your baby to support their physical development
- *Fussy eating* – a session to equip you with the skills and strategies to help your little one gradually accept a wider range of healthy foods
- *Everyday drinks* – find out about sugar levels in soft drinks and explore healthier alternatives
- *Portion sizes* – what is a portion? How big is it? Find out all how much little ones need
- *Eating well for less* – healthy eating needn’t be expensive. This session helps you plan healthy meals and snacks without breaking the bank
- *What’s in our food?* – Green, amber, red? ‘Of which saturates?’ What does it all mean? This workshop explores the confusing world of food labels for everyday items



Overview of role

Job Title	Service Administrator and Data Officer – London Borough of Hackney & City of London
Office Base	Linden Children's Centre Hackney, London
Hours per week	0.5fte (18.75 hours per week)
Salary	£23,391 increasing by annual performance-related increments to £26,342 (pro rata)
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:

To provide administrative and data support to our Best Start service in the London Borough of Hackney and the City of London, assisting the team in supporting families in achieving a healthy lifestyle, improving health outcomes for young children and reducing health and social inequalities. The team delivers prevention services that support families in the early years and reduce the levels of obesity amongst 0-5 year olds.

Key working relationships:

- Other members of the Best Start service :
 - Service Manager
 - Senior Practitioner
 - Healthy Families Practitioners

Other information

The Best Start Service in the London Borough of Hackney and City of London is in Year 1 of a 3-year contract which runs until the end of March 2021.

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

- Ensure that systems and processes are in place to meet the legal requirements of EU General Data Protection Regulations 2018 (GDPR) and to safeguard all personal data.
- Comply with HENRY data protection policy and Accessible Information Standards for public health services.
- Collect family contact details and ensure that service delivery data is accurately collected and processed to enable reliable reporting against contract requirements.
- Provide data inputting support to team members as necessary.

- Prepare monthly, quarterly, annual and ad hoc data reports as required.
 - 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.
- 2. To provide administrative support ensuring the smooth and safe running of services**
- Process intake and referrals, informing families of service and maintaining database
 - Coordinate Healthy Start vitamin distribution; manage orders, distribute promotional materials, organise deliveries and maintain accurate recording of the service delivery
 - Take phone calls, manage post and emails and deal with general enquiries, ensuring office functions run efficiently and effectively.
 - Maintain a tidy, welcoming and ordered office environment; 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.
 - Liaise with IT support to resolve IT issues and support team members as necessary.
 - Collaborate with others to coordinate the scheduling of HENRY services.
 - Create and disseminate programme information including leaflets and posters, and updating websites for publicity that is accessible to local families and in line with local branding and HENRY's style guide.
 - Communications with parents and stakeholders via telephone, email, social media and SMS
 - Book venues for activities, services and meetings, arrange rooms and refreshments for meetings and take meeting notes as agreed

3. General responsibilities for all staff

- 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.
- Support own development through on-going reading, research and supervision.
- Other duties and responsibilities as negotiated with the post holder.

Person Specification

	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 detailed 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 developing data collection systems for projects</p> <p>Financial administration</p> <p>Producing promotional materials</p> <p>Developing effective working relationships with partner agencies</p>
Knowledge	<p>Information and data protection legislation</p> <p>Understanding of data-sharing protocols</p> <p>Development of data collection systems for small-scale services</p> <p>Microsoft Excel, Work and Outlook</p>	<p>Adobe, Publisher and Powerpoint</p> <p>Database management systems</p> <p>Understanding of evidence-based practice</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 and fluent telephone manner</p> <p>Strong organisational and planning skills, able to work on own initiative, think creatively, prioritise tasks and meet deadlines</p>	
Ability	<p>Able to travel and work across the London Borough Hackney and the City of London</p>	

Application timetable

Deadline for applications	Wednesday 6 March 2019
Interviews	Monday 18 March 2019

For more information please contact Sue Iddon at HENRY, 6 Elm Place, Old Witney Rd, Eynsham, Oxfordshire, OX29 4BD. To submit an application please complete the application form and equal opportunities form available from our website <https://www.henry.org.uk/jobs>.