

## Job Description

Job Title	FNSP Officer
Grade	Band G
Reporting To	FNSP Commissioning Manager
JD Ref	BUS

### Purpose

The focus of family network reform within the pathfinder is as a preventative tool. The primary aim for FNSPs is to enable a child to safely remain living with their birth parents and for birth parents to retain sole parental responsibility, while being supported to do so by the involvement of the wider family network.

When a child cannot remain with their parents, wider family and friends can also offer a safe, stable and loving alternative to becoming looked after and moving in with a stranger. In this situation, the use of FNSPs could support a transition into kinship care, but this a secondary aim for the pathfinder.

Provide support to the Family Support Network Package Team (FNSP) including administration, co-ordination and organisational functions, working with the Commissioning Team Manager and the Programme Leader for Family First Pathfinder.

As a member of the Commissioning team, they will work collaboratively with the Contracts Support Officer to deliver a seamless service, and also provide reciprocal cover for other administrative support functions as required.

### Main Duties And Responsibilities

#### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

#### Communication, Engagement and Training:

- Ascertain the requirements of personal and telephone callers, to provide information and/or redirect them as necessary.
- Provide office cover for other administrative functions: answering telephone queries and taking messages.
- Set up and maintain Contracts meetings schedules, supporting procurement activity and tender processes.

### **Data Analysis and Decision-Making:**

- Assist in the production of statistical management information relevant to the Team and contacts.
- Support audits and track timescales with lead officers for governance arrangements.
- Support the research function of Contracts, collating as directed by lead officers.
- Data input to various systems.

### **Performance Management:**

- Provide effective administrative support, maintain systems and processes to support Contracts activity using a range of electronic and IT systems, including any follow up and alerts processes that may be required.

### **Compliance:**

- Arrange for documents to be retrieved from Records Management and to be returned within specified timescales.
- Keep the IT system updated with new and existing providers as and when necessary.
- Provide a range of administrative duties including maintaining spreadsheets, collecting and distributing emails and letters collecting agendas and minute taking; typing notes and reports up for members of the team; booking meetings and keeping electronic filing up to date.
- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

### **Other:**

- Any other duties commensurate with the grade.

## **Role Specific Knowledge, Experience And Skills**

### **Qualifications**

- A relevant NVQ Level 3 qualification or equivalent experience.

### **Knowledge & Skills**

- Good oral and written communication skills.
- Good interpersonal skills with the ability to form relationships with a variety of stakeholders.
- Ability to manage, interpret and support the production of performance and other data.
- Excellent IT skills, including ability to fully utilise standard Microsoft Office products. Excellent organisational and administrative skills.
- Understanding of monitoring systems and the importance of recording information.
- Understanding the importance of Data Protection and appropriate storage of information particularly in a Health & Social Care setting
- Understanding and application of national developments in relation to Health & Social Care and the current challenges
- Awareness of public sector procurement and tendering processes.



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FOCUSED**



**PROFESSIONAL**

### *Desirable*

- Ability to articulate required changes in systems processes and delivery plans.
- Knowledge and experience of fully utilising Council systems.

### **Experience**

- Experience of maintaining accurate and up to date records and logs.
- Experience of organising and effectively managing meetings and events involving third parties for senior management.
- Experience of managing your own workload and working to deadlines.

### *Desirable*

- Working in a large and complex organisation

## **Additional Information**

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

**Approved By: Kerry Mehta**

**Date Of Approval: 13th May 2024**



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