



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Family Hub Support Officer

Grade: G04

Directorate: Children & Families

Department: Living Well Rutland

Responsible to: Wellbeing and Prevention Coordinator

Purpose of the Job:

To provide administrative support and act as the first point of contact for families accessing the Best Start Family Hub.

The role involves welcoming families, identifying their needs, signposting them to appropriate services, and maintaining accurate data systems to support service delivery and improvement. Through this work, the postholder will help improve outcomes for children and families and contribute to the delivery of Rutland County Council's priorities and the Department for Education's vision of giving every child the best start in life.

Main Responsibilities

Main Objectives:

1. To provide administrative support, especially in data gathering and inputting in line with the Directorate's objectives and service area targets and support the local authority requirements in meeting its statutory duties.
2. To collate and analyse data to contribute to the completion of governance reports, project group updates and management information reports.
3. To work with the Living Well Rutland team and beyond to ensure an accurate performance management system where data is in place and use systems to measure progress in line with the funding requirements.
4. To work onsite offering advice and signposting. This will support identified families (BSIL) to access the Family Hub and navigate other local support services. The [job title] will signpost the general public, meeting the intentions of Living Well Rutland, working in line with the Council's standards of customer service.



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Principal duties and responsibilities:

1. To administrate the Liquid Logic Group work system, specifically ensuring data collection/inputting is in place and correct. Supporting the development of data sets and the creation of reports.
2. To support the BSIL Family Hub Programme Manager in tracking tasks through the delivery phase of Best Start Family Hub.
3. To deal with external and internal queries and messages, providing efficient and effective message taking and delivery and referring complex matters.
4. To be a trusted point of contact to promote Best Start Family Hub services to parents, carers, organisations and individual professionals, ensuring information is current.
5. To provide signposting of services to the general public and professionals.
6. To be a consistent support for current and prospective service users whilst in the Best Start Family Hub, helping families make connections and engage with services.
7. To support external partners to provide services within the Family Hub and outreach venues, connecting families with wider services.
8. To arrange meetings and room bookings and minute meetings, as required.
9. To recognise and promote equal opportunities policy and practices at work.
10. To work with the team to ensure a safe and secure working environment for staff/partners and service users and partners.
11. To manage the confidential and sensitive nature of the work and manage personal information in accordance with data protection regulations and policies in place.
12. Responsible for reporting both mechanical and infrastructure faults within the hub to the appropriate organisation.
13. Take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Departmental codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.



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- 14.** This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
GCSE grades C or equivalent in English and Mathematics.	D/A

Desirable	Method of Assessment *
Qualified to RSA Stage II in Word Processing or NVQ Level 2 or equivalent in an appropriate discipline.	D/A
Microsoft Office accreditation. (Minimum of ECDL/GCSE grades C or equivalent or NVQ3 in an appropriate area.	D/A

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Experience of working in customer facing environment. Dealing with a range of enquiries.	A, I
Highly proficient in all Microsoft Office applications especially Word, Excel, Access & PowerPoint.	A, I
Proficient in the use of the internet, email and Microsoft teams.	A, I
Knowledge and experience of electronic recording systems and their management.	A, I
Experience of a range of data entry and its accuracy	A, I
Able to maintain professionalism, particularly in stressful, emotional or difficult situations	A, I
Able to multi-task and prioritise workload.	A, I
Ability to work with a range of organisations.	A, I
Ability to work with sensitivity and diplomacy.	A, I



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Able to work alone and independently on-site, resolving issues using knowledge/previous experience.	A, I
Able to identify problems through questioning and listening.	A, I
Able to establish and respond to customers' needs in the most appropriate manner.	A, I
Able to assimilate new information quickly.	A, I

Desirable	Method of Assessment *
Local government experience	A, I
Knowledge and understanding of latest legislation regarding data protection and freedom of information	A, I
Previous experience of dealing with petty cash	A, I

SKILLS

Essential	Method of Assessment *
Good oral and written communication	A, I
Ability to work with the public	A, I
Good interpersonal skills	A, I
Excellent telephone manner	A, I
Committed team member	A, I
Relate well with people at all levels	A, I
Tact and diplomacy	A, I
Flexible approach to work	A, I
Ability to work under pressure	A, I
Accurate data entry	A, I



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Desirable	Method of Assessment *
Ability to use initiative	A, I
Highly organised	A, I
Logical and adaptable	A, I
Effective minute taking	A, I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

* A = Application Form D = Documentary evidence I = Interview T = Test

STRUCTURE

To be confirmed.

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.



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DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
September 2025	New role	Donna Cartmell-Fry, Service Manager
June 2026	Yes – amended wording to best reflect the requirements of the role	Hollie Hughes, Wellbeing & Prevention Coordinator