



JOB DESCRIPTION

Job title: Practice Development Support Officer

Service: Practice Development

Salary: Grade 2 (point 16-19)

Hours: 22.2 hours per week

Location: Home Based with some travel

Responsible to: Head of Practice Development

Summary of job:

- To provide high quality business and data analysis support to the Practice Development team and the departments we may work with.
- Lead on the Business Support/Administration Community of Practice.
- To support participation and Co production across Family Action and the engagement of Young People and Adults in the organisation so they better influence our work.
- To advocate the work of both Family Action and the Practice Development Team

Key tasks and responsibilities:

1. To provide business and data analysis support to the Practice Development team having an efficient, accurate and professional response to all communications, whether verbal, telephone, Teams, email or face to face
2. To be responsible for developing, managing and maintaining systems as required to meet the data needs of Practice development
3. To develop and maintain filing systems and information databases to support Practice Development and a mechanism for service to access practice tools, training and resources.
4. Work in partnership with the practice development, services and other colleagues to ensure a well coordinated delivery plan and shared vision of Practice Development across the organisation
5. To provide support to the Thematic Governance Group, meeting, plans and communications.
6. To provide business support to the Communities of Practice working closely with the Practice Development Manager
7. To support developments, communications and updates of Intranet pages for Services, Communities of Practice and other areas of Practice Development work

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8. Develop and lead on the Business Support/Administration Community of Practice
9. To support organisational needs in relation to Participation and Co production as part of the Practice Development Team. To support the engagement of Children, Young People and Adults within Family Action so that they better influence our work.
10. Support the Practice Development team in planning, monitoring and reviewing the department in line with identified priorities, targets and outcomes. Contribute to reports, Business Development, as directed by the project manager. Implement revisions to service delivery as required.
11. To support the facilitation of the Practice Development training offer, working in partnership with Learning & Development.
12. To work collaboratively with safeguarding, quality assurance and services to support data collection and analysis to demonstrate impact and practice development requirements.
13. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. Excellent organisational skills, with the ability to prioritise, plan, organise and manage a varied workload, and to work flexibly in order to meet challenging and conflicting deadlines.
15. Attend and actively participate in team meetings and other meetings as required.
16. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
17. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
18. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being **people** focused
 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our services



19. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
20. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
21. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification:

1. Excellent oral and written communication skills, and the ability to communicate information effectively to a range of stakeholders, including children, young people, parents and carers, external agencies and commissioners
2. Excellent organisational skills, as well as excellent IT skills, including experience webpages, social media, TEAMS and SharePoint
3. The ability to take and write accurate and clear minutes of meetings and present in a professional format
4. Experience of setting up and running office systems, keeping detailed records, and supporting various projects linked to the service.
5. An understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
6. Excellent interpersonal skills including the ability to engage a range of audiences such as special guardians, young people and professionals on the telephone or via email etc.
7. Excellent organisational skills and time-keeping with a strong attention to detail. Ability to prioritise, plan, organise and manage a varied workload and to work autonomously and flexibly to meet challenging and conflicting deadlines
8. Ability to problem solve, applying creativity and innovation
9. An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice.
10. A commitment to excellent service delivery and service development within the team. A confident and professional approach and strong interpersonal skills, with the ability to communicate information effectively both verbally and in writing to a range of stakeholders.
11. Ability and enthusiasm to work effectively and independently with an appropriate amount of supervision and as part of wider Family Action team.