



Candidate Information Pack

For the position of

COMMUNICATIONS AND ADMINISTRATION SUPPORT OFFICER

Completed Application Forms must be returned to
Parenting Focus

by 10am on Monday 7th October 2024

Interviews will take place on Wednesday 16th October 2024



Foreword from the CEO

Dear Applicant

Thank you for your interest in the post of Communications and Administration Support Officer at Parenting Focus. It is an exciting time for the Charity as we develop new services and resources which build on our success to date. We are looking for a positive, friendly and enthusiastic person, who will passionately promote our vision and mission.

The Communications and Administration Support Officer position, funded for one year by the Rank Foundation, will assist the Parenting Focus team by providing both communications and administrative support. Reporting to the Head of Services and Operations, as well as the Operations Manager, the role will involve a range of tasks, including both routine duties and unique projects.

The successful candidate will be offered a personal development training plan throughout their employment in communications/marketing and general administration tasks. You will gain a diversity of skills, knowledge and experience working across communications, business development, training, digital marketing and general administration, enabling you to learn and develop solid experience in each area as you progress through the 1-year contract.

If you share our passion to improve the outcomes for our children and young people through supporting their parents all across Northern Ireland, we welcome you to apply for this position.

Yours sincerely



Koulla Yiasouma
Interim CEO

PARENTING FOCUS BACKGROUND

Parenting Focus has been supporting parents across Northern Ireland since 1979, helping them to thrive and improve outcomes for children and young people. As the leading parenting support charity our focus is on prevention and early intervention to improve outcomes for children and young people by supporting their parents. Parenting Focus works in partnership with statutory, voluntary and community groups to ensure that parents are able to access the range of support they need to optimise the outcomes for their children. By working collaboratively, organisations can co-ordinate their expertise and deliver services efficiently, thereby improving the chances of better outcomes for children, young people and families. Parenting Focus provides a wide range of user-informed services. We greatly value the feedback and input of parents in all of the services that we provide. As parenting changes, it is essential that the support offered to parents adapts to new challenges and that Parenting Focus remains at the forefront of evidence based and evidence informed parenting support practices. Parents are both our clients, and our most important stakeholders. While we value the fantastic relationships we have built with government departments, other charitable organisations and civil society, it is essential that our forward direction is determined by what parents want.

OUR VISION is of a society where parenting is valued, parents' voices are heard and where every family is given the support they need.

OUR MISSION is to ensure parents have access to timely support and information to guide them through their parenting journey.

OUR VALUES

- P**rofessional We will work together as a team to apply principles of excellence, compassion, communication and accountability, and by working together with other professionals aim to achieve optimal support for parents
- A**ccessible We will strive to deliver responsive and accessible parenting support and services across the region
- R**espectful We will show consideration for one another and recognise and respect each other's differences
- E**quality We will ensure all parents have an equal right to access our support and services.
- N**eeds Led Every parent has the right to a voice. We will listen to what parents need and develop services to meet those needs.
- T**rustworthy We will be open and honest in everything we do.

TOTAL REWARD STATEMENT

Parenting Focus are committed to valuing our fantastic staff – ensuring that they continue to develop and feel fulfilled. By doing so, we can ensure that we provide support that is timely and effective, as well as retaining talented individuals who are dedicated to improving outcomes for children and parents alike.

Parenting Focus values our employees and provides an enhanced package of employee wellbeing support which includes:

- Sector competitive salaries
- Enhanced paid annual leave
- Clear policies and procedures
- Mileage allowance at the HMRC rate
- Salary sacrifice for pension, childcare and charitable giving
- 5% contributory pension scheme
- Enhanced sick, maternity, paternity and adoption pay
- Annual increments to top of scale and cost of living increase (pending Board approval)
- Time Off in Lieu in compensation of additional hours worked
- Structured Annual Performance Reviews
- Occupational Health
- Individual support through regular supervision
- Team building and staff team days
- Comprehensive induction programme
- Organisation wide training and development opportunities
- External training and development opportunities linked to role, strategic plan, individual requests and competencies
- Membership of role related organisations
- Celebration of Individual and Team success
- Kingsbridge Private Hospital Diamond Club member

In addition, Parenting Focus has its own Employee Wellbeing representative, which is facilitated by a staff member for the benefit of the wider team. The representative organises staff wellbeing talks and activities as well as promote ideas for a healthy team.

WHAT OUR STAFF SAY

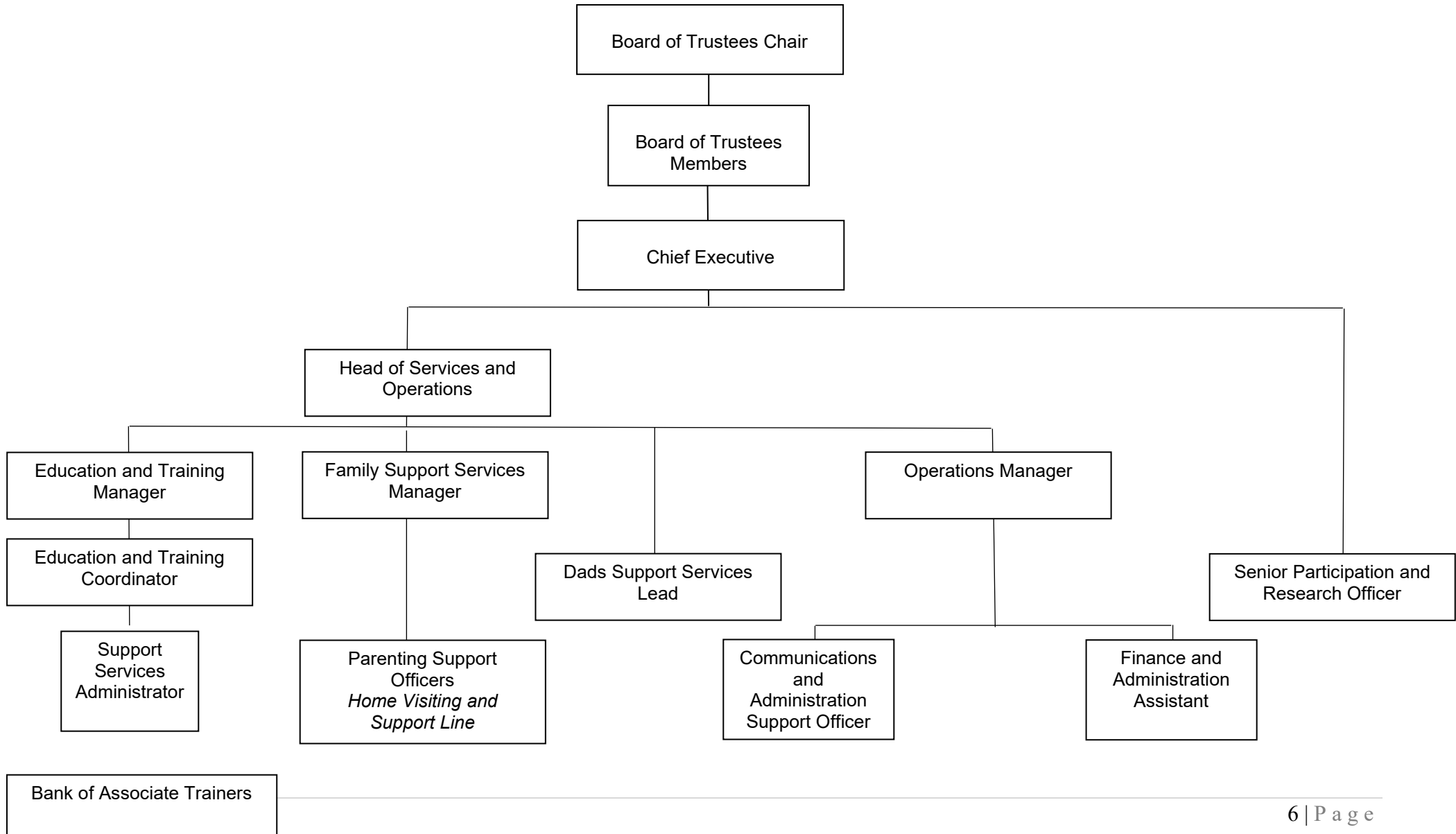
100% of staff agree that Parenting Focus is a good place to work and would recommend working here.

“Parenting Focus creates a harmonious workplace vibe where everyone is polite, welcoming and kind.”

“Parenting Focus is a fabulous organisation to work for and staff work over and above to provide high quality services because they believe in the work we do and share the vision and ethos of the organisation.”

“Parenting Focus is a professional and genuine charity, and does so well in helping to support parents with advice, guidance and learning new parenting skills. Management and employees are approachable, helpful, committed and hard working.”

ORGANISATION CHART



JOB DESCRIPTION

Job Title	Communications and Administration Support Officer
Reporting to	The Operations Manager
Responsible to	The Board of Trustees through the Head of Services and Operations
Location	Hybrid - Between home and our Belfast Head Office – Parenting Focus, First Floor, Unit 3, Hawthorn Office Park, 39a Stockman’s Way, Belfast, BT9 7ET
Hours	35 hours per week (Monday to Thursday 9am – 4.30pm and Friday 9am – 2pm)
Salary	£21,840 per annum, (£12.00 per hour)
Pension	5% employer contribution
Holiday	22 flexible days per annum plus 19 fixed days when the office is closed which includes statutory and customary holidays (pro rota)
Duration	1-year fixed term contract funded by the Rank Foundation, with possibility of an extension should funding permit (6-month probation period)

Job Purpose:

The Communications and Administration Support Officer position will assist the Parenting Focus team by providing both communications and administrative support. Reporting to the Head of Services and Operations, as well as the Operations Manager, the role will involve a range of tasks, including both routine duties and unique projects.

Main Tasks:

- Provide communications support to the team including accessing, responding to enquiries on, and occasionally updating social media channels (Facebook, Twitter, Instagram and LinkedIn)
- Record quarterly social media figures on Marketing and Communications Operational Plan
- Maintain and update Parenting Focus website in consultation with Operations Manager
- Maintain and update Parenting Family website in consultation with Head of Services and Operation to include planning, organising, creating and editing content of webinars, videos, activities, resources and podcasts in line with operational plan
- Provide admin support to team including; administering bookings, setting up Zoom/Eventbrite links, creating surveys using Survey Monkey and creating promotional resources and reports using Canva and Microsoft PowerPoint
- Update, refresh and design marketing materials and PowerPoint presentations
- Provide accurate proof-reading skills for the organisation's external communications and internal documents to ensure consistency of branding and layout
- Support and coordinate community engagement events in consultation with Head of Services and Operations
- Maintain Parenting Focus mailing lists for parents and professionals
- Create bespoke Excel spreadsheets based on requirements within the team

- Design and create promotional materials and evaluations for the annual Parenting Week celebrations
- Reception duties, such as answering incoming telephone calls to the office line, meet and greet, receiving and distributing incoming mail
- Manage the info@parentingfocus.org email inbox
- Manage Training Room bookings, setting up and providing tea and coffee for meetings as required
- Minute taking
- Supporting Operations Manager with recruitment, selection and HR records
- Supporting Operations Manager with all stages of the volunteer cycle
- Supporting Operations Manager to ensure all PCs and laptops have up to date software including anti-virus checks in place and acting as first point of contact for staff to log IT issues and provide support where possible to resolve the issue
- Maintain efficient, accurate and confidential records, including data collection for evaluation purposes and reports
- Any other administrative duties that may arise from time to time

PERSONNEL SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualification	<ul style="list-style-type: none"> Level 2 qualifications – at least 3 GCSEs grades A* - C or equivalent including English Language and Maths 	<ul style="list-style-type: none"> Level 2 IT qualification
Experience	<ul style="list-style-type: none"> Demonstrable high proficiency in the use of Microsoft Office applications (Word, Excel, Access, PowerPoint, Outlook) Proven experience (in a personal or professional capacity) of using a range of social media channels 	<ul style="list-style-type: none"> Experience working within an HR department
Abilities	<ul style="list-style-type: none"> Ability to produce reports in a range of formats Excellent telephone manner Excellent communication skills Ability to accurately relay information between colleagues and management Good time management skills Strong attention to detail Willingness to undertake further training 	
Knowledge	<ul style="list-style-type: none"> Knowledge of the importance of excellent customer service Knowledge of the importance of working as part of a team 	<ul style="list-style-type: none"> Understanding of voluntary, community, private and corporate sectors