

**Service Administrator & Data Officer,  
Best Start in City & Hackney**

**Application Pack**



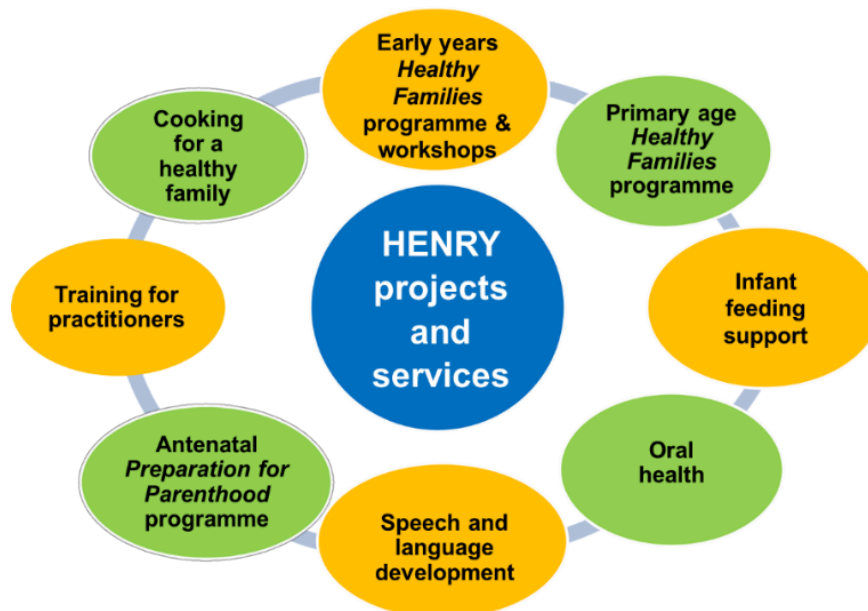
## About HENRY

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. Our mission is to support a healthy, happy start for children and lay the foundations for a brighter future – by making sure families get the support they need.

### Our service offer

Founded in 2009, HENRY is now 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 80 local authorities and 7,000 families benefited from HENRY support in the last year.

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 values

HENRY aspires to be a values-led organisation. All of our work with families, partners and HENRY colleagues is underpinned by the following explicit 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; we value learning about what doesn't work as well as what does, approaching new ideas with an attitude of curiosity and using reflective practice, evidence and feedback to improve our services.

## Our impact: 10 years of making a difference to the lives of children and their families

Our [10-year impact report](#) tells the HENRY story through the voices of families, volunteers and local practitioners – as well as bring to life many of the collective changes that children and families have achieved.

*I started a programme and ended up with a new life*



Every day, we are helping some of the UK's most vulnerable and deprived families provide a great start for their children, so they flourish throughout childhood and beyond. Following a HENRY programme:

- 93% of families lead a healthier lifestyle
- 77% of parents have improved emotional wellbeing, including feeling happier, less isolated and less stressed
- 86% of parents are able to hold boundaries more effectively

*It was one of the best decisions in my life to attend the HENRY programme. Before, as a single mum (with no relatives in UK), I was full of doubts how to raise my child. Now I am a confident parent who knows what is best, both for me and my child.*

*I had to realise that everything depends on us, parents. Happy mum, happy child. Before the programme, I was not sleeping enough, no exercising, I was eating junk food, I was frustrated.*

*During the programme, I introduced new habits, such as sleeping more, eating fruits and vegetables every day, looking at the food labels before buying anything, introducing new foods, exercising more, tidying the flat, giving choices to my baby girl, reading to her more.*

*It also gave me the opportunity to meet other parents, and to avoid depression. I really enjoyed that somebody is taking care of me. We got flowers, candles to chill and relax at home. I learned that "me time" is very important, not just for me but for my baby as well.*

*We got free vitamins, balls, books (what my baby girl loves so much that there is no day without reading the Henry Bear story to her).*

**Hackney parent**

## Our team of staff and volunteers

HENRY currently employs 95 staff and sessional workers. About a quarter of staff are based at our national support office near Oxford, with the majority of staff based locally (Hackney and City of London, Waltham Forest, Croydon, Hertfordshire, Blackburn, Bradford and Blackpool), delivering services and projects.

In addition to our employed staff team, freelance trainers, sessional facilitators and volunteers also play a crucial part in delivering HENRY services.

## Our future

HENRY is embedded in 80 local areas across the four nations of the UK and last year trained over 2,000 practitioners in the health and early years sector and supported 7,000 families from conception to the primary years.

Uptake of HENRY is widespread across the UK - parent, practitioner and commissioner feedback testifies to the value and impact of HENRY, as does our growing [evidence base](#). Following a successful feasibility study, the National Institute of Health Research is now funding a full randomised control trial of HENRY.

We have developed new programmes during pregnancy, the primary years and, most recently, a volunteer peer support service for vulnerable mothers during pregnancy. The pandemic accelerated our plans for digitalisation, with all our family support and training activities now adapted for online delivery as well as face-to-face. This has provided greater choice for families, as well as creating new opportunities to reach families in areas where there is no local HENRY presence.

To enable us to reach more families and have the greatest possible impact on children's futures, our **strategic objectives** are to:

1. Invest in workforce capacity and wellbeing – and assimilate change
2. Build organisational resilience through investment in digital transformation
3. Maximise the new opportunities and business models we know are already there – balancing our core offer with innovation
4. Forge new strategic partnerships to drive income, delivery and research



*"I'm blown away. I've been on many trainings in my career and this is far and away the best."*

HENRY trained  
practitioner

## Overview of role: Service Administrator and Data Officer role

HENRY is an innovative and flourishing national charity that is making a real difference to the lives of young children and their families with a strong culture rooted in development, self-reflection, partnership and learning.

### The local service:

The Best Start with HENRY team works in partnership with health, early years and other community providers in City and Hackney. We are embedded across the Children and Family Hubs and deliver family workshops and parenting groups, professional training, prenatal support and nutrition prevention initiatives ensuring that families have access to support starting in the earliest years of life.

We are seeking a Service Administrator & Data Officer to provide administrative and data support for our Healthy Families service which provides direct family support, workshops, training, and the Healthy Start vitamin service in the City and Hackney.

You will have an empathic and caring approach, excellent interpersonal skills, be highly organised, able to meet deadlines and have a keen eye for detail. The role will require good organisational skills, maintaining effective record keeping, IT skills and efficiency in Excel and other database recording systems.

You will lead on data analysis, supply and ordering, contract administration, analytics and the collation of data reports, as well as supporting referral, intake, meetings and scheduling.

### The team:

You will be a part of a local team with a strong ethos of community partnership. The team is driven to support families to achieve a healthy lifestyle, improve health outcomes for young children, reduce health and social inequalities.

Training, supervision and guidance is provided from an experienced team including, service manager, team lead and local practitioners, facilitators and volunteers embedded in the community.

### Work base and travel:

This role is based out of the Linden Child and Family Hub located at 86-92 Rectory Road London N16 7SH. HENRY offers hybrid and flexible working arrangements, including some home working.

You may be required to travel across the City and Hackney for training or outreach. Travel within London may occasionally be required for induction and development purposes.

### Hours :

30 hours per week (0.8fte) (hours can be split across 4 or 5 days)

**Salary :** £26,078 to £27,132 (actual prorated salary £20,862 to £21,625)

### Contract:

Fixed term to 31 March 2025

## Benefits package:

- 30 days annual leave per year plus bank holidays, prorated for part-time staff
- Charity Sick Pay
- Access to a pension scheme with a matched employer contribution of up to 6%
- Employee Assistance Programme, giving free and confidential access to a variety of wellbeing support services.

## Job description: Administrator & Data Officer

### Job Purpose

To provide data and administrative support to a HENRY team or service, enabling effective delivery and reporting.

### Key Responsibilities

1. To lead on data capture, analytics and the collation of data reports
2. To support outreach, service promotion activities and coordination of service delivery
3. To provide general administrative support for the local office and team

#### 1. To lead on data capture and the collation of data reports

- 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 and liaise with colleagues on data queries.
- Support the preparation and writing of reports to monitor progress against key deliverables and milestones.
- Implement systems and processes to ensure GDPR-compliance, safeguarding information appropriately, and supporting other staff members to do the same where necessary.
- Comply with HENRY data protection policy and Accessible Information Standards for public health services.

#### 2. To support outreach, service promotion activities and coordination of service delivery

- Work closely with colleagues and external partners, providing administrative support for the planning, scheduling and organisation of service delivery.
- Develop publicity materials and social media posts and provide administrative support to outreach events.
- Liaise with families and professionals about the HENRY service, processing referrals and maintaining records of contact details and bookings.

#### 3. To provide IT and administrative support for the local office and team

- Act as go-to person within the team for IT queries, escalating to, and working with, the national IT support team to resolve issues where necessary.
- Work closely with the national IT support team to ensure the team has access to effective digital systems and IT equipment, as well as the digital skills, knowledge and confidence to fulfil their roles.

- Take phone calls, manage post, deliveries and emails and deal with general enquiries, ensuring office functions run efficiently and effectively.
- Monitor levels of 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, including preparation of programme resources.

#### 4. Attitudes, behaviour and values

- 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.
- Model HENRY values.
- Support own development through on-going reading, research and supervision.

### Person Specification

	Essential	Desirable
<b>Qualifications</b>	2 'A' Levels or equivalent (NVQ-3)	Level 4 qualification in a relevant subject
<b>Experience</b>	Data and administration experience Effective working as part of a team	Financial administration Data protection legislation and data-sharing protocols
<b>Knowledge</b>	IT literacy: word processing, spreadsheets, email and presentation software	Microsoft Office Google Workspace Contact management systems Working knowledge of public health, early years and children's services
<b>Skills and attitudes</b>	Motivation to contribute to HENRY's work and commitment to organisational values Team player with a desire to help others to reach shared goals Excellent IT skills, with the ability to learn new systems and problem solve Strong organisational skills, able to work on own initiative, think creatively, prioritise tasks and meet deadlines	

	Accurate and thorough, with an eye for detail Ability to present information clearly, draft reports and present data Excellent interpersonal and relationship-building skills, with a warm telephone manner Willingness to undertake training	
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### Recruitment timetable

Deadline for applications	9 am Wednesday 8 May 2024
Interviews	Thursday 16 May 2024

### Application process

If you have any specific queries about the role please contact [karen.glover@henry.org.uk](mailto:karen.glover@henry.org.uk). To submit an application please complete the forms below which are available on <https://www.henry.org.uk/jobs> and email them to [recruitment@henry.org.uk](mailto:recruitment@henry.org.uk)