



## Job Description

<u>Job title:</u>	FFT Business Support Officer (data and research focus)
<u>Location:</u>	Station Rd, Barkingside, (London Borough of Redbridge)
<u>Hours:</u>	18.5 hours per week (over minimum 3 days)
<u>Grade:</u>	Family Psychology Mutual Points 11-17
<u>Service:</u>	FFT-G Service, Redbridge
<u>Reports to:</u>	FFT Team Manager
<u>Accountable to:</u>	FPM Operations Director

## Background

FPM has been awarded a Youth Endowment Fund Grant to trial Functional Family Therapy (Gangs) in collaboration with the London Borough of Redbridge. The grant has provided initial funding to establish a team, to test out the ability of the intervention to adapt and deliver in a UK context and to achieve outcomes for young people aged 10-14 who are at risk of gang involvement.

The service commenced early in 2020 and is embedded into the Family Intervention Team in Redbridge with high levels of cooperation and interagency working. We work closely with the programme developers in the US and the independent evaluator, University of Greenwich.

Family Psychology Mutual ([www.fpmcic.com](http://www.fpmcic.com)) is a relatively new social enterprise (spun out of a Local Authority) based in Cambridgeshire. In addition to the Redbridge service, there are three FFT services in London, Norfolk and Suffolk with 35 staff. As part of an employee-owned business, you will have an equal share in the business and opportunities to contribute to the running of the business. FPM are providing significant management support to establish the Redbridge service in anticipation of further growth and expansion.

The FFT-G service in Redbridge is called Families are Forever and consists of 3 therapists and a team manager. Referrals to the service are made by London Borough of Redbridge and are largely for families with young people between the ages of 10 and 14 at risk of, or involved in, criminal exploitation, county lines and other contextual safeguarding risk. We work with a small percentage of 15-16 year olds.

## Job Purpose:

The FFT Business Support Officer will be an integral part of our team in Redbridge, providing management information and team administration support to the FFT-G team in addition to working collaboratively with the research team at University of Greenwich.

The BSO will provide a central point of contact for the Families are Forever Team who provide home-based family therapy sessions with young people and their families using the Functional Family Therapy (Gangs) intervention model. They will also work closely with the team manager to ensure data from multiple sources is captured, analysed and reported accurately.

The FFT Business Support Officer will be supervised by the FFT Team Manager in addition to a line of



accountability to the FPM Operations Director for professional support, ongoing training and performance management.

### **Duties and responsibilities**

#### **Provide timely and effective information management and administrative support:**

1. Responsible for overseeing accurate and timely data capture and management, working with data from multiple sources to provide summary and case level data as required
2. Respond to service queries; liaising with therapists, Team Manager, Supervisor and partners in Redbridge to ensure all advice and communication (telephone, letters, emails, face-to-face, speeches) is delivered efficiently and appropriately.
3. Oversee the collection, collation and manipulation of a wide range of information using various information systems to generate reports, prepare letters, memos and documents
4. To work closely with the evaluation team at University of Greenwich, and Management Information staff at Redbridge, to ensure evaluation data is collected and processed as required. This will include creating and maintaining an FFT database for use in research and making contact with service users to capture data.
5. Ensure that the team are conversant with and competent in using specific systems, procedures and packages including secure email exchange
6. Assist with the organisation, co-ordination and delivery of facility and service management.
7. Undertake general clerical and administrative tasks and support the team and service as required
8. Overseeing document and data management (paper and electronic), including filing and distribution of documents
9. Ensure that accurate and up-to-date information is available on young people and families, who are receiving the FFT intervention, for research purposes (demographic, research questionnaires)

#### **Financial Support**

1. Assist with monitoring and/or management of budgets as required.
2. Interrogate, process and maintain financial information – making recommendations for appropriate action
3. Ensure that financial processes and systems are complied with.
4. Undertake financial support duties as required to support the efficient delivery of services

#### **Management Support**

5. Oversee the planning and arrangement of meetings and events, ensuring co-ordination of effort and preparation of materials
6. Ensure records of team meetings are taken and necessary follow up action undertaken



7. Use and maintain databases and information systems to produce reports, presentations, undertake analysis and provide recommendations for action in collaboration with the FPM Data and Performance Analyst.
8. Assist with the monitoring of policies and procedures and contribute to the development of the service and promotion of initiatives (including creating presentations, marketing, promotional and learning/training materials).
9. Represent team/section at meetings and on working groups

### **Health & Safety**

10. Ensure the maintenance of a healthy and safe working environment and take action to reduce the risk to self and others.

### **Training**

11. Undertake training in financial packages to support the team and the FPM head office finance function.
12. Undertake training in the Redbridge case management system (Protocol) and the FPM system (IAPTus) in order to manage team data

### **Other**

13. Ensure understanding of core business of the FFT Service and undertake other tasks and responsibilities as required in the delivery of FFT services within FPM
14. Develop an FFT Standard Audit Database and organise data input in close collaboration with the FFT team and assist with providing accurate statistical information from the data collected.
15. Assist the FFT Supervisor in the production of reports
16. Assist with the organisation and co-ordination of training, conferences, workshops and other planned events.
17. Work independently as required
18. To be able to evidence Family Psychology Mutual's values at all times, which underpin Family Psychology Mutual's mission of 'Empowering families towards a safer and happier future'.
19. To ensure you have an understanding (appropriate to your role) of and comply with Family Psychology Mutual's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
20. To ensure the implementation of Family Psychology Mutual'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.
21. To comply with Family Psychology Mutual's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.



22. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



### **Person Specification**

1. Educated to A level, NVQ3 or equivalent standard (e.g. GNVQ, Certificate in Management, BTech) IT Qualified to CLAIT/IBT2/RSA/ECDL (at a minimum)
2. Extensive office administrative and data management experience.
3. Fully proficient in use of IT systems, with a strong command of Excel and good working knowledge of all other Microsoft Windows and Office packages.
4. Experience in working with sensitive data and understanding of procedures and requirements for safe and responsible information sharing
5. Experience in working with, analysing and sharing information as part of research or evaluation processes
6. Knowledge of Children's Act 2004 and general duties of the safeguarding of children from harm.
7. Knowledge of health and safety legislation
8. Knowledge of Data Protection and Equal Opportunities legislation and their requirements
9. Understanding of financial management, procedures and processes
10. Able to prioritise workload, manage time and complete actions to timescale
11. Able to consistently produce work of a high standard
12. Good interpersonal skills - able to communicate in a friendly, open and constructive manner
13. Able to work on own initiative with minimal supervision
14. Commitment to continuous service development
15. Committed to ongoing personal and role development
16. To be able to evidence Family Psychology Mutual's values at all times, which underpin Family Psychology Mutual's mission of 'Empowering families towards a safer and happier future'.