



## Job Description

### Children and Family Services Assistant

**Line Manager:** Head of Children and Family Services  
(or nominated Programme Manager)

**Line Reports:** None

Children and Family Services Team

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## Job Purpose

The Children and Family Services Assistant provides practical and administrative support across Nansa's Children and Family Services, including SENSational Families, Steps and Stages, and the Sleep Service.

The role supports the smooth delivery of family sessions, groups, and activities by assisting with preparation, set up, welcoming families, maintaining safe and welcoming environments, and carrying out routine administrative tasks. The postholder will work as part of a wider team to help ensure children and families receive a positive and supportive experience when accessing Nansa services.

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## Key Responsibilities

### Service Delivery Support

Assist Family Support Advisers and Early intervention practitioners with the delivery of intervention programmes, drop-in support groups, workshops, and events across Norfolk.

Welcome children, families, and visitors to sessions and help create a friendly and inclusive environment.

Assist with preparing resources, equipment, refreshments, and activity materials as required and undertake practical tasks as directed.

Help maintain safe, clean, and organised environments for children and families.

Support families to access information and direct enquiries to the appropriate member of staff.

### **Administrative Support**

Provide administrative support across Children and Family Services.

Assist with maintaining records, attendance registers, databases, and filing systems.

Support the preparation of resources, letters, information packs, and service communications.

Assist with data entry and other administrative tasks.

### **Safeguarding, Health and Safety**

Follow Nansa's safeguarding policies and procedures and report any concerns appropriately.

Support the safe delivery of activities and contribute to maintaining safe environments for children, families, staff, and volunteers.

Follow relevant health and safety procedures at all times.

### **Team Working**

Work collaboratively with colleagues across all Children and Family Services.

Attend team meetings, training, and supervision sessions as required.

Undertake other reasonable duties that support the effective delivery of services.

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## Person Specification

### **Essential Skills and Experience**

Good communication and interpersonal skills.

Ability to work positively with children, families, and colleagues.

Strong administrative and organisational skills.

Ability to follow instructions and work as part of a team.

Competent IT skills, including email and Microsoft Office applications.

Understanding of the importance of confidentiality.

Willingness to undertake safeguarding and other relevant training.

Access to own transport and the ability to travel across the county as required to deliver services or attend community events.

### **Desirable Skills and Experience**

Experience working with children, families, or within a community setting.

Experience of providing administrative support.

Experience of working with individuals with Special Educational Needs and Disabilities (SEND).

Experience supporting events, groups, or activities.

Personal Attributes

Friendly, approachable, and welcoming.

Reliable and organised.

Flexible and willing to support a range of activities and services.

Patient and respectful when working with children and families.

Committed to inclusion and treating people with dignity and respect.

Enthusiastic and willing to learn new skills.