



## **Analyst and Client Relationships Apprenticeship Westminster, London**

Applications welcome until 12th August 2021

The Family Hubs Network is recruiting an Analyst and Client Relationships Apprentice, to commence September 2021.

The apprenticeship will suit a school/college leaver, with three A levels at Grade B or above, or with equivalent qualifications.

The role involves four days (or 30 hours) per week at the Family Hubs Network, giving the apprentice the opportunity to study on the fifth day (or 7.5 hours), either at a higher education premises or online (FHN's Westminster offices can be used as the apprentice's base for study).

The apprenticeship is envisaged to be 1-2 years' duration, depending upon length of academic course studied alongside, and starting date is planned for September 2021.

To apply, please submit your CV with a strong covering letter, explaining why you are enthusiastic about the role, to Catherine Barker, [catherine@familyhubsnetwork.com](mailto:catherine@familyhubsnetwork.com), by 12<sup>th</sup> August 2021.

### **Context**

[Family Hubs](#) are places where families with children pre-birth to aged 19 (25 if with special educational needs or disabilities) can access support and help so that their families can thrive, and their children have the best life chances possible.

Many families, especially those which are disadvantaged or vulnerable, can struggle to get the right help at the right time so that they can be equipped to cope with and overcome life's challenges. Family Hubs make access easier for families and ensure that services are family-centred and well-coordinated. This approach ensures families can be supported without being overwhelmed or feeling they are losing control.

The [Family Hubs Network](#) is a consultancy which:

- helps local authorities, the voluntary and community sector and private providers to understand Family Hub models and how they can develop their own Family Hub model, building on existing strengths and infrastructure, to meet the needs of the families in their area
- engages with central government to develop Family Hubs policy

The Family Hubs Network is recruiting an **Analyst and Client Relationships Apprentice** to join our small team in Westminster to play an important part in the development of the consultancy, develop a wide range of skills and to learn about the public sector and specifically, family support services, which span the work of the Department for Education, Department for Work and Pensions, Department of Health and Social Care, Ministry of Justice and the Ministry of Housing, Communities and Local Government.



The successful candidate will have the opportunity to become both an Analyst and a Client Relationships manager and develop other key skills (listed below) which will ensure they are highly employable and have potential to pursue a wide range of career options.

- writing and speaking skills
- stakeholder engagement
- using and optimising HubSpot, a customer relationship management tool
- organisational skills
- website strategy and implementation
- social media strategy and implementation
- event management.

## **Who would suit this role?**

The successful candidate is likely to be interested in social policy and how it is implemented to help the disadvantaged and vulnerable in our society; in families, health and education as well as relationship support, and how society can achieve better outcomes for all. They will enjoy planning, writing, initiating contact and talking with new people, discussing ideas and problem solving.

They will be able to point to examples of when they have used the following skills to achieve clear goals: planning, problem solving, expressing themselves in written form and by discussing ideas face-to-face.

They will have or be on course to get 3 A levels (Grade B and above), or equivalent qualifications.

## **Details of the role**

**Line manager and budgetary responsibilities:** Head of Development

### **Key working relationships:**

#### **Internal**

With the Director, who leads the work of the Family Hubs Network

With the Head of Development, who directs the day to day operations of the Family Hubs Network

With graduate interns as fellow members of the team

#### **External**

With all FHN stakeholders to sustain and grow the reputation of the Family Hubs Network.

Stakeholders include:

- Local authorities
- National and local politicians
- Private sector organisations
- Voluntary community sector organisations
- Government departments and organisations
- Academics and researchers

**Job purpose:**

The apprentice will work with colleagues in the Family Hubs Network team to achieve the aims of the Family Hubs Network:

- Collect and organise knowledge about Family Hubs policy and practice which is central to our value as a business
- Build FHN's consultancy business advising local authorities and other organisations and individuals about Family Hub policy and implementation
- Develop the work of the network ensuring it is valued by members and is perceived as the 'place to go' for expertise about Family Hub policy and good practice

**Key responsibilities:**

- Support development of opportunities to offer consultancy, secure contracts and deliver contracted work to a high standard
- Deliver, with Head of Development, FHN's programme of events and peer learning opportunities, ensure high levels of attendance, engagement and satisfaction
- Day to day relationship management of network members
- Management of website content, social media strategy and client management system ('HubSpot')
- Demonstrate an 'always learning' mindset and actively gather, record and work with the FHN team to update resources and disseminate to stakeholders in a timely and appropriate way

**Key activities:****Knowledge**

- Acquire and continue to develop a strong understanding of Family Hubs policy and practice, to assist in providing advice and resources for stakeholders' benefit

**Consultancy**

- Desk research to create 'Initial Probes', which are part of the new business development process and further research to support consultancy services
- Attend meetings, note taking, transcript editing
- Review and analyse information provided by local authorities and draft reports giving advice on developing Family Hub models

**Relationship management**

- Handle general enquiries on daily basis, register new contacts, send welcome emails, arrange meetings
- Ensure CRM system is accurate and up to date; use tools for progressing client pipeline, reporting, creating lists and issuing email updates to contacts within the network
- Research and contact potential network members
- Visit Family Hubs in England, Wales, Scotland and Northern Ireland (up to two trips per month once Covid restrictions ended)



#### Website content

- Liaise with website support supplier
- Collect Family Hub registrations and creating profiles
- Edit existing and create new content
- Edit and upload videos

#### Social media

- Implement strategy and review every quarter: researching and creating posts, reporting

#### Events

- Support the Head of Development to plan, design and deliver events effectively and with an emphasis on peer learning
- Focus on and address the needs of network members, including local authorities and delivery organisations
- Offer an effective learning and co-production experience, where presenters and attendees participate in event planning and outcomes, to encourage action and change

#### **Person specification:**

**Education:** Suitable for school leaver with 3 A levels (Grade B and above) or equivalent qualifications.

#### **Skills / abilities** (E = essential, D = desirable):

- Excellent interpersonal skills and ability to approach, engage and build relationships with target audience (working online as well as in person) E
- Demonstrate flexibility and awareness in developing relationships with diverse stakeholders E
- Manage workflow with multiple clients, deadlines and priorities E
- Well organised and collaborative team-player E
- Articulate with strong oral and written communication skills E
- Presentation skills E
- Willingness to “go the extra mile” when necessary E
- Analytical thinker D
- Strong active listening skills D

#### **Competencies**

- Changing and improving - take initiative, be innovative and seek out opportunities to create effective change.
- Collaborating and partnering - team player, work collaboratively, share information appropriately and build supportive, trusting and professional relationships with colleagues
- Delivering at pace - deliver timely performance with energy and take responsibility and accountability for quality outcomes.
- Delivering value for money - efficient, effective and economic use of all incomes into FHN
- Leading and communicating - show pride and passion for FHN services, communicate purpose and direction with clarity, integrity, and enthusiasm.
- Always observing confidentiality and discretion

#### **Circumstances**

- Some travel outside London will be required.
- IT literacy
- Remote working when required