

Job Description

Family Hubs Coordinator

Family Hubs Service

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC08
Location:	Flexible, main base Plough Lane
Responsible to:	Public Health Principal

Main purpose of the role

In July 2025, the government announced a new cross-department initiative to give every child in the country the best start in life. The Best Start Family Hubs and Healthy Babies programme is intended to support parents, carers and families with additional services, new partnerships and engagement with local communities. In Herefordshire, we are developing 5 Best Start Family Hubs and a wider Best Start Network including early years settings, libraries and voluntary sector organisations, in order to provide an ambitious offer to improve the health and education outcomes of our children.

To achieve our aims, we are looking to recruit to a new post that will oversee these developments across the county, bring creativity and innovation to build partnerships across all sectors and build a legacy for the future for all of our children to fulfil their potential and experience the best start in life.

The postholder will be expected to travel throughout Herefordshire to meet the requirements of the role and be willing to work occasional evenings and weekends to support service delivery and engagement activities.

The successful candidate will need to apply for enhanced Disclosure.

Key Duties and Responsibilities	Frequency of Task
Coordinate and oversee the development and day-to-day operation of the Best Start Family Hubs programme across Herefordshire, ensuring services are accessible, effective and responsive to local need	Daily
Develop and maintain a countywide Best Start Family Hubs Network, fostering effective partnership working with early years settings, schools, health services, community organisations and voluntary, community and social enterprise (VCSE) partners	Ongoing



Key Duties and Responsibilities	Frequency of Task
Coordinate and support the planning and delivery of programmes, interventions and activities that promote child development, school readiness, family wellbeing and early intervention	Daily
Provide line management, supervision and support to Family Navigators and Information and Signposting Officers, ensuring high standards of performance, professional practice and service delivery	Daily
Oversee the effective use and management of Family Hub information systems, including booking systems, data collection processes and management information reporting	Daily
Manage delegated budgets and grant funding in accordance with the council's financial regulations, ensuring resources are used effectively and deliver value for money	Daily
Work collaboratively with statutory and voluntary sector partners to identify opportunities, coordinate provision and develop activities that improve outcomes for children, parents, carers and families	Ongoing
Establish and facilitate mechanisms for parental and family engagement, including parent and carer panels, ensuring that the voices of children and families inform service planning, development and evaluation	Monthly
Assess local needs relating to parenting support, family wellbeing and the home learning environment, using performance data, stakeholder feedback and local intelligence to inform service improvement and commissioning priorities	Ongoing
Ensure effective coordination of Special Educational Needs and Disabilities (SEND) activity across Family Hubs, working closely with Best Start Inclusion Practitioners, the Early Years Inclusion Team and partner agencies to promote inclusive provision	Ongoing
Liaise with the Holiday Activities and Food (HAF) Coordinator and wider partners to develop and promote an integrated programme of support and activities for children and families	Ongoing
Monitor service performance, analyse outcomes and ensure robust data collection arrangements are in place to support evaluation, quality assurance and continuous improvement	Monthly
Prepare, present and contribute to reports, briefings and performance updates for the Family Hubs Steering Group, senior managers and other governance arrangements as required	As required

Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
Has or is working towards a degree or equivalent qualification in a relevant field or have related specialty or equivalent compensatory experience	Essential	A, I
Early years/Family Support qualification or experience	Essential	A, I
Management experience	Desirable	A, I
Project Management	Essential	A, I
Experience & Knowledge		
Experience of working with children, young people and families	Essential	A, I
Knowledge of early help, safeguarding and family support services	Essential	A, I
Experience of leading the development, implementation and continuous improvement of services, programmes or projects	Essential	A, I
Understanding of health inequalities and approaches to improving outcomes for families	Essential	A, I
Skills and Abilities		
Excellent communication and organisational abilities	Essential	A, I
Excellent IT skills (Microsoft Word/Excel)	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
and ability to produce reports		
• Good verbal and written and communication skills	Essential	A, I
• Strong partnership-working and stakeholder engagement skills	Essential	A, I
• Experience of monitoring performance, analysing data and evaluating outcomes	Desirable	A, I
• Knowledge of SEND legislation, policy and inclusive practice	Desirable	A, I
• Experience of managing delegated budgets, grant funding or financial resources	Desirable	A, I
• Ability to produce high-quality reports, briefings and performance information	Essential	A, I
• Staff management experience	Desirable	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They **help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here"**. We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

