

Ambitious Stockport, creating opportunities *for everyone*



**Thinking
Stockport**



**Achieving as a
Team**



**Working with
Ambition**



**Showing everyone
Respect**

Job Profile and Working for Stockport

Our Council

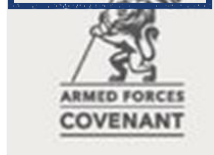
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

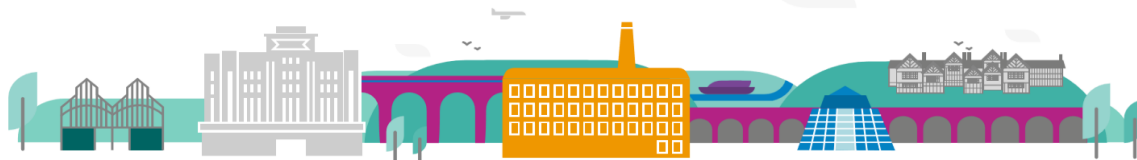
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





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About the Job

Role:	EPEC Hub Coordinator Assistant
Service Area:	Stockport Family
Directorate:	Services to People - Childrens
Salary Grade:	SO1

Main Purpose of the Job

To support the delivery, growth and sustainability of the Stockport Empowering Parents, Empowering Communities (EPEC) programme by providing operational, engagement and delivery support under the direction of the EPEC Hub Coordinator.

The postholder will train, coordinate and supervise Parent Group Leaders (PGLs) and volunteers, offering guidance and support to ensure consistent and effective delivery. They will lead recruitment and engagement activities, including working in partnership with community groups to recruit Parent Group Leaders and families to EPEC courses, and help ensure courses run smoothly across Stockport.

The role requires the use of judgement and initiative to manage delivery, respond to challenges and adapt approaches to ensure effective engagement and consistent programme delivery.

The role also supports partnership working, community engagement, and the maintenance of effective systems for operations, monitoring and promotion to ensure high-quality and accessible services. The role supports the delivery of the Best Start Family Hubs initiative.

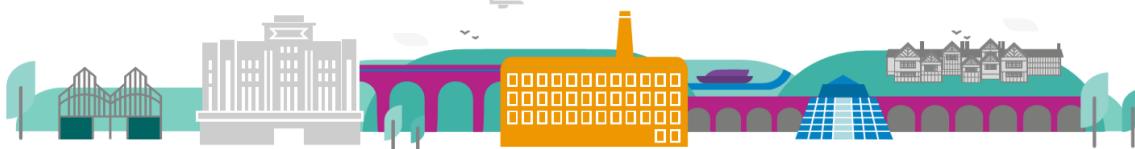
Key Responsibilities

Training and Programme Support

- Support delivery of EPEC training and the practice supervision of Parent Group Leaders (PGLs) and volunteers in line with agreed frameworks
- Provide reflective and developmental support to build confidence and consistency in delivery
- Support PGLs to deliver face-to-face, online and blended programmes
- Assist with contingency planning to maintain continuity of delivery and escalate issues appropriately
- Support delivery of wider Best Start Family Hub programmes

Recruitment and Engagement

- Lead day-to-day recruitment activity for parents and PGLs to sustain and grow programme delivery



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- Build and maintain effective relationships with key partners including schools, early years settings, and VCFSE organisations
- Coordinate and attend engagement events, taster sessions and promotional activities
- Support targeted outreach to increase access for disadvantaged and marginalised communities

Parent Engagement and Retention

- Support parent attendance, engagement and retention across EPEC courses
- Ensure follow-up contact and engagement activity is completed to sustain participation
- Promote progression pathways for parents attending the courses

Promotion, Communications and Digital

- Support promotional activity including social media and digital communications in line with Best Start Family Hubs communication plan.
- Coordinate localised promotion aligned to course delivery
- Encourage and support PGLs to act as ambassadors for the programme

Venue and Operational Support

- Identify and support the use of suitable community venues for delivery
- Maintain accurate venue records to support borough-wide planning
- Work with Business Support to coordinate materials, resources and logistics

Data, Monitoring and Administration

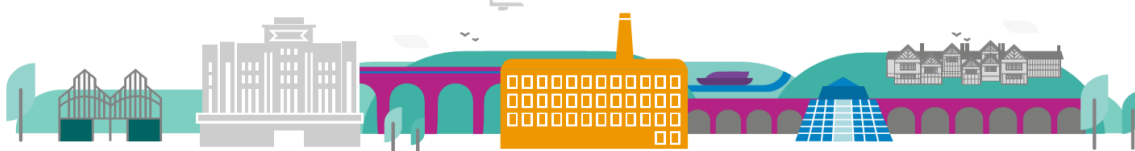
- Support timely and accurate completion of outcome data
- Assist with data collection and ensure accurate input to required systems
- Maintain records related to courses, attendance and outcomes
- Contribute to monitoring and evaluation activity to support reporting and continuous improvement

Widening the Offer

- Support delivery of other identified evidence based interventions
- Assist development of blended delivery models to increase access and resilience
- Support PGLs to deliver a broader offer while maintaining programme fidelity

General Duties

- Work under the direction of the EPEC Hub Coordinator to support the effective functioning of the EPEC Hub
- Work collaboratively with partners, colleagues and stakeholders
- Work in line with Stockport Council policies, procedures and values
- Promote equality, diversity and inclusion in all aspects of work
- Undertake other duties appropriate to the grade
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.



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- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

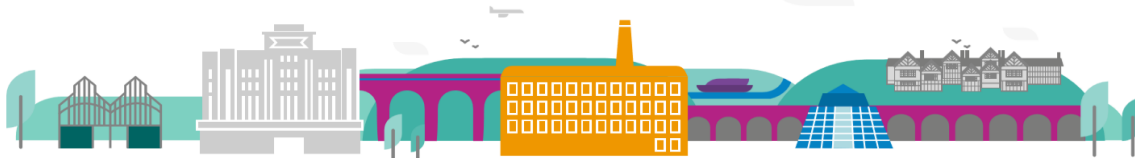
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers
- Level 4 qualification in a relevant field or significant equivalent experience (e.g. family support, early years, education or community development), or demonstrable experience working at a similar level in a related role
- Experience of working with parents, families and communities, including engaging families who may face challenges accessing support and reducing these through inclusive and flexible approaches
- Experience of supporting, training and supervising volunteers, parents or peer practitioners, including providing guidance, encouragement and supervision to build confidence and support effective delivery
- Experience of supporting group-based delivery, learning or community programmes, including assisting facilitation, managing group dynamics and maintaining participant engagement



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- Strong communication and relationship-building skills, with the ability to communicate clearly, sensitively and effectively across a range of audiences, including handling sensitive or challenging situations with tact, empathy and professionalism
- Ability to problem-solve and make sound decisions in a dynamic environment, including responding to delivery challenges, adapting plans and implementing practical solutions to maintain programme continuity
- Ability to work independently with a high level of personal responsibility, using judgement to manage workload, coordinate multiple activities and deliver outcomes within agreed frameworks
- Experience of administrative, data recording and monitoring processes, including maintaining accurate records, supporting outcome data collection and using systems to track and report information
- Ability to organise workload effectively and work flexibly across competing priorities, adapting to changing demands and ensuring deadlines are met
- Confident IT skills, including the use of digital platforms and communication tools (e.g. email, online meeting platforms, data systems and basic social media or digital engagement tools)
- Understanding of safeguarding principles when working with children and families, including recognising concerns and following appropriate procedures