EH&CFS Childcare Sufficiency and Business Support Officer Job description

JOB TITLE:	**Childcare Sufficiency and Business Support Officer**
GRADE:	**Grade G**
POST NUMBER:	
DIRECTORATE:	**Children and Culture**
SERVICE:	**Early Help & Children and Family Service**
RESPONSIBLE TO:	**Children and Family Centre Manager – Community Engagement**
RESPONSIBLE FOR:	N/A
	DBS Enhanced check required **This post is not politically restricted**
JOB SUMMARY:	To provide business and administrative support for Children and family Centres; being responsible for the delivery of high level of customer service & care when dealing with enquiries at reception and on telephone calls from parents, professionals, and members of the public to the Children and Family Centres. To improve outcomes for disadvantaged children by ensuring take-up of places by eligible 2 year olds, To monitor and reconcile the uptake of places to ensure that payments can be made without impediment.

ROLE REQUIREMENTS:	
1.	To actively contribute to the delivery of early identification and early help services for 0-19 (25 with SEND) as part of a borough wide Community Engagement team providing an enhanced offer for children 0-5; Working primarily in localities offer expertise and deliver services across the borough as required.
2.	Act as business co-ordinator to ensure efficiency in financial, administrative and ICT practices.
3.	To provide business and administrative support to the Children's Centre, be familiar with the service requirements and demonstrate the ability to deal with a varied work load.
4.	When required, effectively process funding returns from PVI childcare settings on a termly basis, ensuring accuracy so that the Council can demonstrate accountability for the use of public funds.
5.	When required, assist the Early Years service in validating the uptake of individual childcare settings and liaise to calculate the payments due. Ensure that the payments are made and that records are accurate and up-to-date.
6.	Collate and provide statistics relating to service provision.
7.	Liaise with the Children and Family Centre Managers to maintain the physical space of the Centre, such as by carrying out fire alarm tests, conducting risk assessments of the premises, inducting staff and visitors on health and safety in the building, administering bookings and lettings, acting as a point of contact for ICT queries, and carrying out any stock ordering that is required. To hold a purchase card to the required level of authorisation and be accountable for its proper use.
8.	To assist in the monitoring of expenditure against budget headings and report any variances across all cost centres to the Children and Family Centre Manager-Community Engagement and Finance Support and Development Officer.
9.	To participate in internal and external including in-service training programmes as required and maintain personal and professional development in order to meet the changing demands of the post.

CORPORATE RESPONSIBILITIES	
10.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
11.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
12.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
13.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
14.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	
15.	To take an active role in engaging with locality partners and families by collecting, cataloguing, and cascading information through various channels such as in-person contact/email/telephone/SMS as part of the engagement plan as directed by the Children and Family Centre Manager-Community Engagement.
16.	Undertake reception duties, and act as a first point of contact for service users in Children and Family Centres, signposting to services, distributing Healthy Start vitamins, and completing monitoring and registration forms in a timely manner.
17.	Work with parents and partners using appropriate data to identify children who are eligible for placements and secure places for them in appropriate settings across the Borough.
SERVICE	
18.	To actively contribute to the smooth running of the locality by providing administrative and logistical support as needed and directed by the Children and Family centre manager. This includes but is not limited to being part of rotas for building

	operations, post, ordering, room, and desk booking etc. and attend to enquiries within the centre as required.
19.	Take responsibility for an individual area of specialism and expertise in agreement with the Children and Family Centre Manager-Community Engagement such as brokerage, data quality, financial management, activity scheduling entry or funding administration.
20.	To actively engage in quality assurance and inspection frameworks for the service area. This includes preparing information, supporting the development of self-evaluation forms and taking part in focus/working/task and finish groups as required.
PERFORMANCE	
21.	To keep timely, clear and accurate up to date records on the service's management information systems in all forms for work undertaken as well as information shared from partner agencies in accordance with the Council's procedure on data protection, including information (verbally or in writing) and reporting on work undertaken. This will include but not limited to session monitoring, registrations, and enquiry forms as well as outreach activities and partner engagement as agreed with the Children and Family Centre – Community Engagement Manager.
22.	To process applications by parents for early education places and to secure places for them in appropriate settings as agreed with the Children and Family Centre Manager-Community Engagement.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification for the Post of		**Essential (E) or Desirable (D) (if applicable)**	**Method of Assessment A= Application Form T= Test I= Interview**
Knowledge	• Knowledge of children's services and early education and childcare provision for children under 11 years old • Knowledge of maintaining financial and other administrative systems, ideally within a local authority context. • Knowledge and understanding of grant funding and associated processes and procedures, or willingness to train. • Knowledge of safeguarding requirements.	**E** **E** **E** **E**	**A/I** **A/I** **A/I** **A/I**
Qualifications & Experience	• Level 2 qualification or relevant professional experience • Experience of Face-to-face interaction with parents and service users • Some experience of producing and disseminating marketing and publicity-based materials. • Well-developed ICT skills, specifically with regard to Microsoft Word and Excel, and some design-based packages. • Knowledge or qualifications as a fire warden and / or a first aider.	**E** **E** **D** **E** **E**	**A** **A/I** **A** **A/T** **A**

	Willingness to train for these roles • Clear verbal and written communication skills • Good organisational skills and be capable of achieving agreed deadlines and targets, whilst staying motivated and focused • Ability to work participate effectively in a team based setting and to develop effective partnerships within the Council, with the private sector and other external agencies – both statutory and voluntary	**E** **E** **E**	**A/I** **A/T** **A/I**
Living the TOWER Values sets out the essential behaviours required of all staff.		**They are aligned to the organisation's five TOWER Values**	
We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Looks for ways to help build team spirit and work effectively with other team members	**E**	**A**
We are **OPEN** and transparent	Uses effective listening and questioning techniques to understand the needs of others	**E**	**A**
We are **WILLING** to challenge, innovate and be accountable	Takes accountability for delivering own work and contributing to that of team.	**E**	**A/I**
We empower each other to be **EXCELLENT** and go the extra mile	Does work, within own area, without being asked or told to do it, because they can explain the difference they have made.	**E**	**A**

We **RESPECT** all communities, they are the heart of everything we do	Listens to customers and take time to understand their point of view	**E**	**A**
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible. To comply with the requirement to carry out an enhanced level DBS check on this role.	E E	**A** **A**