

Job Description

JOB TITLE:	Childcare Sufficiency and Business Support Officer
GRADE:	Grade G
POST NUMBER:	
DIRECTORATE:	Children's Services
SERVICE:	Early Help and Children & Families Service
RESPONSIBLE TO:	Family Hubs Manager - Community Engagement
RESPONSIBLE FOR:	No direct reports accrue to this role.
	Enhanced DBS check required. This post is not politically restricted
JOB SUMMARY:	To provide business and administrative support for Family Hubs; being responsible for the delivery of high level of customer service and care when dealing with enquiries at reception and on telephone calls from parents, professionals, and members of the public to the Family Hubs. To improve outcomes for disadvantaged children by ensuring take-up of places by eligible 2-year-olds through childcare brokerage work.
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 to offer expertise and deliver services across the borough as required.
2.	Act as business coordinator to ensure efficiency in financial, administrative and ICT practices.
3.	To provide business and administrative support to the Family Hubs, be familiar with the service requirements and demonstrate the ability to deal with a varied work load.
4.	Collate and provide statistics relating to service provision.

5.	Liaise with the Family Hubs 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.
6.	To assist in the monitoring of expenditure against budget headings and report any variances across all cost centres to the Family Hubs Manager - Community Engagement, Finance Support and Development Officer.
7.	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	
8.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
9.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
10.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
11.	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.
12.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	
13.	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 Hubs Manager - Community Engagement.

14.	Undertake reception duties, and act as a first point of contact for service users in Family Hubs, signposting to services, distributing Healthy Start vitamins, and completing monitoring and registration forms in a timely manner.
15.	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 through brokerage work.
SERVICE	
16.	To actively contribute to the smooth running of the locality by providing administrative and logistical support as needed and directed by the Family Hubs Manager - Community Engagement. This includes but is not limited to being part of rotas for building operations, post, ordering, room and desk booking etc. and to attend to enquiries within the centre as required.
17.	Take responsibility for an individual area of specialism and expertise in agreement with the Family Hubs Manager - Community Engagement such as brokerage, data quality, financial management, activity scheduling entry or funding administration.
18.	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	
19.	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 Family Hubs Manager - Community Engagement.
20.	To process applications by parents for early education places and to secure places for them in appropriate settings as agreed with the Family Hubs Manager - Community Engagement.

OTHER CONDITIONS:

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.

Planned service delivery of family hubs will extend to past normal hours - evenings and weekends. You may be asked to deliver services with proper planning (total 35 hours across the week and on weekends).

TOWER HAMLETS PERSON SPECIFICATION

ROLE (GRADE)

Please note * denotes criteria used for shortlisting		Essential (E) or Desirable (D) (if applicable)	Assessed at Application (A), Test (T), Interview (I)
Knowledge (including knowledge-based qualifications)	Knowledge of children's services and early education and childcare provision for children under 11 years old	E	A/I
	Knowledge of maintaining financial and other administrative systems, ideally within a local authority context	E	A/I
	Knowledge and understanding of grant funding and associated processes and procedures, or willingness to train.	E	A/I
	Knowledge of safeguarding requirements	E	A/I
Qualifications & Experience	Level 2 qualification or relevant professional experience	E	A/I
	Experience of face-to-face interaction with parents and service users	E	A/I
	Some experience of producing and disseminating marketing and publicity-based materials.	D	A
	Well-developed ICT skills, specifically with regard to Microsoft Word and Excel, and some design-based packages.	E	A/T
	Knowledge or qualifications as a fire warden and/or first aider	E	A
	Clear verbal and written communication skills	E	A/I
	Good organisational skills and be capable of achieving agreed deadlines and targets, whilst staying motivated and focused.	E	A/T
	Ability to work and 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	A/I
Living the TOWER Values sets out the essential behaviours required of all staff.			
We work TOGETHER across boundaries and with partners to achieve the best outcomes	Building relationships: Actively taking steps to build positive relationships and collaborate with team members and other teams, services and partner agencies in the interests of the service users.	E	A

for Tower Hamlets			
We are OPEN and transparent	Clear verbal & written communication skills: Ability to communicate effectively both orally and in writing, to draft reports and other written material clearly. Ability to present information for different audiences in a variety of ways.	E	A
We are WILLING to challenge, innovate and be accountable	Being accountable: Able to take accountability for the delivery of the service and positively contribute to the team. Able to set challenging goals and take steps to reach them obtaining guidance where necessary	E	A/I
We empower each other to be EXCELLENT and go the extra mile	Having purpose and personal motivation: Ability to understand and contribute to the overall objectives and purpose of the service, reflect and actively pursue personal development to support this.	E	A
We RESPECT all communities, they are the heart of everything we do	Respecting diversity and being inclusive: Proven and demonstrable commitment to inclusivity towards people from a diverse community. Ability to appreciate alternative cultural perspectives and consider and adjust accordingly when delivering services or building professional relationships.	E	A
Additional Requirements	A requirement to working evenings and weekends and some public holidays as per a rota to provide a flexible and responsive service	E	A/I
	To comply with the requirement to carry out an enhanced level DBS check.	E	A/I