

Job Description and Person Specification

Role: Family Information Service Delivery Officer



Job Description

Job Title	Family Information Service Delivery Officer
Grade	4
Service	Education Improvement and Standards
Reports to	Family Information Service & Data Manager
Location	Friargate, Floor 9
Job Evaluation Code	A5678



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

1. To use data management systems within the Family Information Service (FIS), to ensure the transfer of information between Ofsted and the FIS on a daily basis.
2. To ensure that all information that is held at the FIS is accurate, up to date, of quality and is fully compliant with the Data Protection-requirements and legislation e.g. GDPR and Freedom of Information.
3. To support the FIS contribution to the Childcare sufficiency agenda and Statutory Duties for information by collecting, collating and analysing data relevant to the Childcare Acts 2006 and 2016.
4. To support the management of the childcare market in Coventry in accordance with the childcare sufficiency duties.
5. To provide comprehensive information and advice about childcare and related matters to parents, carers, students, employers, childcare providers and professionals.

Main Duties & Key Accountabilities

Core Knowledge

1. To work under the direction of the FIS & Data Manager to ensure, files and directories in the database are updated, accurate and reviewed regularly, ensuring all work undertaken adheres to and is fully compliant with General Data Protection Regulations (GDPR) and information governance requirements.
2. To support the completion of an annual local audit of childcare provision and the Childcare Sufficiency Assessment.
3. To assist in the development of protocols and procedures to enable a clear understanding of the information needs of Coventry's Family Information Service and Directory and other interested parties, identifying and implementing appropriate electronic and manual processes, so that this information is available when required, in an appropriate format.
4. Liaise with government departments, including the Office for Standards in Education (Ofsted) to analyse and interpret data on registered childcare provision in order to deliver high quality information to service users.

5. To contact childcare providers on a regular basis to collect information and updates that will feed into the maintenance of an accurate database of childcare provision and activities for children from birth – 20, including information such as vacancies and costs in line with the Childcare Acts 2006 & 2016.
6. To identify and report any data errors and incompatibilities with colleagues and partners, and work to resolve these issues to ensure the quality of data held.
7. To work under the direction of the FIS Data Manager to prepare and produce lists, reports, presentations and data, including monitoring and evaluating information, as required.
8. Assist in managing the childcare market under the Local Authority's sufficiency duty by liaising with partners around current provision, gaps and demand.
9. To support new and existing providers, offering advice on the current childcare market and demand from parents/carers.
10. Provide a high-quality information service to parents, carers, students, employers, childcare providers and professionals ensuring that all services are sensitive to the diverse needs of Coventry's children and families.
11. Effectively communicate and represent the work of the service to users, partners and other stakeholders through promotional materials, events and media coverage.
12. Attend relevant meetings, training courses and seminars.
13. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Early Years Providers National Association of Family Information Services Childminders Schools Further Education/Training Providers Parents and Carers Adult Education and Family Learning Professional Family Facing Partners. E.g Health Visitors. Refugee and Migration Centre, Job Centre Plus	Internal Early Years Quality and Standards Team Data Team Children's Services Family Hubs EY SEND Team Other City Council departments as required
--	--

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	A5678
Knowledge	
In depth knowledge and understanding of the Childcare Acts 2006 and 2016. In depth knowledge of the Data Protection Act and Freedom of Information Act.	
The range and diversity of childcare provision and services for families.	
The work of Ofsted in relation to the registration and inspection of childcare, in particular, the early years foundation stage and welfare requirements.	
An understanding of commitment to equality of opportunity.	
Methods of statistical research and analysis.	
A working knowledge of IT systems. e.g. Microsoft Excel, Forms and Word.	
How different early years and childcare providers and out of school settings operate.	
The needs of parents/carers who may need to secure childcare services in order to access or retain employment or training.	
Skills and Abilities	
Able to communicate effectively, both written and verbally, at all levels.	
Excellent interpersonal and negotiation skills.	
Computer and numeracy skills, including a comprehensive working knowledge of database systems and Powerpoint.	
Able to prioritise, implement and monitor work in line with agreed targets.	
Good planning, time management and organisational skills, work to deadlines.	
Commitment to working co-operatively and supportively within a team.	
Able to respond to challenging situations.	
Able to collate and organise data from a variety of sources both computerised and manual.	
Able to analyse and interpret statistical data appropriately and effectively.	
Able to summarise clearly, in writing and with diagrams, the key findings of any particular analysis.	
The ability to present a positive, practical and creative approach to the use of IT in meeting the needs of parents and carers.	

Willing and able to undertake further professional training.
To gather and interpret statistical data in order to provide evidence of supply, demand and sufficiency.
Able to work flexibly, including some evenings and weekends.
Experience
Using and developing databases and spreadsheets.
Developing and implementing methods of data collection.
Interpreting data and using data for decision making purposes.
Gathering, organising, extracting and presenting information.
Organising and analysing statistical data, summarising the results accurately and appropriately.
Robust experience of planning and carrying out audits.
Working in childcare services.
Partnership working with other organisations and agencies, including the voluntary and independent and maintained sectors.
Working to and meeting tight deadlines.
Working under pressure at peak times.
Experience or knowledge of the principles of database systems and the links between data inputting and output reports.
Experience of delivering complex information to parents, carers or members of the public.
Evidence of recent training and professional development undertaken, relevant to the post requirements.
Qualifications
A relevant childcare qualification to NVQ level 3 or relevant work experience that demonstrates the skills and abilities required to perform the tasks of the post.
Level 3 NVQ or above in Advice and Guidance or Customer Service or relevant work experience that demonstrates the skills and abilities required to perform the tasks of the post.
Relevant ICT qualification and skills sufficient to develop systems and analyse data.
Special Requirements

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. An enhanced level Disclosure and Barring check will be required prior to appointment.

Date Created	March 2021	Date Reviewed	June 2021
---------------------	------------	----------------------	-----------