



Coventry City Council

Job Description

Post:	Family Information Service Delivery Officer	Job Number:	A5678
Service:	Early Years	Post Number:	1036802
Location:	Friargate, Floor 9	Grade:	4

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.

Job Purpose:

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 and Responsibilities:

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 service 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: N/A

Responsible to: Family Information Service & Data Manager

Date Reviewed: March 2021

Updated: June 2021



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• 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.
	<ul style="list-style-type: none">• The range and diversity of childcare provision and services for families.
	<ul style="list-style-type: none">• The work of Ofsted in relation to the registration and inspection of childcare, in particular, the early years foundation stage and welfare requirements.
	<ul style="list-style-type: none">• An understanding of commitment to equality of opportunity.
	<ul style="list-style-type: none">• Methods of statistical research and analysis.
	<ul style="list-style-type: none">• A working knowledge of IT systems. e.g. Microsoft Excel, Forms and Word.
	<ul style="list-style-type: none">• How different early years and childcare providers and out of school settings operate.
	<ul style="list-style-type: none">• The needs of parents/carers who may need to secure childcare services in order to access or retain employment or training.

Skills and Abilities:	<ul style="list-style-type: none">• Able to communicate effectively, both written and verbally, at all levels.
	<ul style="list-style-type: none">• Excellent interpersonal and negotiation skills.
	<ul style="list-style-type: none">• Computer and numeracy skills, including a comprehensive working knowledge of data base systems, e.g. PowerPoint.
	<ul style="list-style-type: none">• Able to prioritise, implement and monitor work in line with agreed targets.
	<ul style="list-style-type: none">• Good planning, time management and organisational skills, work to deadlines.
	<ul style="list-style-type: none">• Commitment to working co-operatively and supportively within a team.
	<ul style="list-style-type: none">• Able to respond to challenging situations.
	<ul style="list-style-type: none">• Able to collate and organise data from a variety of sources both computerised and manual.
	<ul style="list-style-type: none">• Able to analyse and interpret statistical data appropriately and effectively.
	<ul style="list-style-type: none">• Able to summarise clearly, in writing and with diagrams, the key findings of any particular analysis.
	<ul style="list-style-type: none">• The ability to present a positive, practical and creative approach to the use of IT in meeting the needs of parents and carers.
	<ul style="list-style-type: none">• Willing and able to undertake further professional training.

Skills and Abilities:	<ul style="list-style-type: none"> To gather and interpret statistical data in order to provide evidence of supply, demand and sufficiency.
	<ul style="list-style-type: none"> Able to work flexibly, including some evenings and weekends.
Experience:	<ul style="list-style-type: none"> Using and developing databases and spreadsheets.
	<ul style="list-style-type: none"> Developing and implementing methods of data collection.
	<ul style="list-style-type: none"> Interpreting data and using data for decision making purposes.
	<ul style="list-style-type: none"> Gathering, organising, extracting and presenting information.
	<ul style="list-style-type: none"> Organising and analysing statistical data, summarising the results accurately and appropriately.
	<ul style="list-style-type: none"> Robust experience of planning and carrying out audits.
	<ul style="list-style-type: none"> Working in childcare services.
	<ul style="list-style-type: none"> Partnership working with other organisations and agencies, including the voluntary and independent and maintained sectors.
	<ul style="list-style-type: none"> Working to and meeting tight deadlines.
	<ul style="list-style-type: none"> Working under pressure at peak times.
	<ul style="list-style-type: none"> Experience or knowledge of the principles of database systems and the links between data inputting and output reports.
	<ul style="list-style-type: none"> Evidence of recent training and professional development undertaken, relevant to the post requirements.
Educational:	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> Relevant ICT qualification and skills sufficient to develop systems and analyse data.
Special Requirements:	<ul style="list-style-type: none"> 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 Reviewed: March 2021

Updated: June 2021