



Job Description and Person Specification

Job details

Job title: Family Information Service Officer (3509)

Grade: H

Reports to: Local Offer Manager

Responsible for: No line management responsibilities

Directorate and Service area: Children's Services, Partnerships and Development

Purpose of the job

As required by the Childcare Act 2006, the Local Authority have a duty to provide information, advice and assistance to families. This service is provided via the Family Information Service.

The Family Information Service (FIS) provides free impartial information, advice and assistance to parents, prospective parents, carers, children, young people and other professionals on any services that may be of relevant to children and families in North Northamptonshire.

The post holder will work closely with the Local Offer Manager ensuring the FIS is aligned to the Local Offer and Best Start for Life, as part of the Family Hubs offering, providing an up to date and accurate impartial service to all children and families in North Northamptonshire.

Delivering a specialised service ensuring families and stakeholders are engaged with, and enabled to make informed and effective use of the service and digital facility.

Principal responsibilities

(Please make these concise and ideally no more than 8)

1. To provide information, advice and guidance to support individuals to overcome barriers that may prevent them accessing childcare, through the development of Information Points at Family Hubs or identified venues, attending open days and community led events.
2. To ensure the smooth operation of the Family Information Service, providing advice relating to childcare services and family support services and to signpost to the relevant organisations.
3. To be responsible for updating and developing the Family Information Service web pages ensuring alignment and accuracy with the Local Offer and Start for Life offer (under the Family Hubs digital offering)
4. To provide accurate and consistent information on childcare and family support services through the various public access opportunities and social network mediums.
5. To assist in the production of the Childcare Sufficiency Audit as outlined in the Childcare Act 2006.
6. To liaise with Childcare Providers (Private Day Nurseries, Playgroups, Childminders) in order to ensure that the information about provision held by the service is accurate, regularly updated and inputted on the FIS database.
7. Update and maintain databases in relation to Ofsted registered Early Education and Childcare as well as supporting childcare settings and schools in the delivery of free childcare places for 2-, 3- and 4-year-olds
8. To attend meetings, training, seminars and conferences as appropriate to assist in the development of the FIS.
9. To provide regular reports to the Family Hubs & Early Years Lead (via the Local offer Manager) which link the achievements of the service with service objectives, national minimum standards and directives by the National FIS network.

10. To work with partner organisations including Job Centre Plus and childcare providers to promote career opportunities in childcare and youth work.
11. To maintain and develop knowledge of the full range of services available for families within Private and Public sector organisations
12. To undertake any other duties as required commensurate with the grade

Special features of the post

This post requires satisfactory clearance of an Enhanced Disclosure and Barring Service disclosure.

Hybrid Working is required, some office time and community outreach in Kettering, Corby, Wellingborough and Thrapston is required and Work from Home.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Level 3 NVQ Information, Advice & Guidance</p> <p>Substantial relevant experience and good level of numeracy and literacy</p>	Degree level
Experience and Knowledge	<p>Experience of working with a myriad of databases with a demonstrable ability to generate bespoke queries, using functions or formulae</p> <p>Advanced experience in the provision and presentation of statistical information across a variety of software applications including Microsoft Word, Excel, PowerPoint</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Demonstrable knowledge and understanding of the problems and difficulties faced by families and the ability to help them find constructive solutions</p> <p>Excellent Communication skills and an ability to deal with a wide variety of people with tact and diplomacy both in person and on the phone/virtually</p>	
Ability and Skills	<p>Ability to work closely with senior officers and staff inside and outside of local authority arrangements building strong relationships</p> <p>Ability to prioritise work within tight deadlines and meet targets</p> <p>Ability to communicate effectively, both verbally and in writing</p> <p>Task focussed with good attention to detail</p> <p>Significant experience in data and knowledge management.</p> <p>Ability to travel and work at different locations within North Northamptonshire.</p> <p>Ability to analyse and interpret data to produce timely, accurate management reports.</p>	Local insight/understanding of North Northamptonshire communities and needs.

Attributes	Essential criteria	Desirable criteria
	<p>Self-starter, able to work on own initiative and as well as part of a team Experience of working across several project / activity areas.</p> <p>Ability to analyse and interpret data to produce timely, accurate management reports.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p> <p>Ability to demonstrate awareness of the inequalities that children with SEND, their Parents and Carers face to day-to-day life.</p>	
Additional Factors	<p>Clean UK driving license with the ability to commute to and from work independently.</p>	

