

Role Title	Childminding Support Officer
Job Family	Early Years, Childcare & Business Development
Competency Level	Principal Officer
Pay Range / Scale	PO1
Purpose	
<p>To develop and deliver a range of information, advice and training to empower childminders to meet their statutory requirements regarding the Early Years Foundation Stage Guidance, SEND code of practice, Ofsted registration and business requirements which results in an improvement in the quality of provision.</p> <p>To develop and implement a package of support for potential and newly registered childminders which supports the creation of sufficient childcare places across the childminding sector to meet the needs of families who need them, and encourage them to deliver FEEE Early Education Entitlement (FEEE) places in order to support the LA in meeting its statutory duty to ensure sufficiency of places.</p> <p>To carry out due diligence checks on Childminders prior to offer them a funding agreement with the LA in order to establish that they will be able to fulfil the requirements to deliver to FEEE Early Education Entitlement (FEEE) places to eligible children under the Government's scheme.to eligible children.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation, and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
<p>Contribute to the development of service plans to meet strategic business goals.</p>	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
<p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>

<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.</p>
<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers. Benchmark against best practice authorities and centres of excellence. Customer, stakeholder views and benchmarking information is available and analysed to inform service development.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.</p>
<p>Manage a portfolio of projects and reviews within specialist field or contribute to larger programmes. Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved. Ongoing savings secured. All project documentation and reports are completed accurately and within specified timescales</p>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported. Required information is provided.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>

manager.	
Equality, Diversity, and Inclusion	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role

Job Specific Accountabilities:	End Results/ Outcomes
Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility.	Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children and young people as appropriate.
Lead on the due diligence/quality assurance and approval process for childminders who wish to be commissioned by the Council to deliver free early education places in line with policies and procedures	Quality assurance and approval process for childminders who wish to be commissioned by the Council to deliver free early education places in place in line with policies and procedures Number of childminders rated Good or Outstanding by Ofsted is increased
Produce and provide regular Early Years Foundation Stage (EYFS) monitoring data with regards to Ofsted registered childminder's ability to effectively meet EYFS requirements	Quality of provision are effectively monitored and provide evidence of continuous improvement.
Maintain a robust Ofsted registered childminder performance risk register to ensure risks are identified and measures put in place to address areas of concern.	Risk register is developed using a range of qualitative, quantitative and benchmarking data that accurately identifies risks and ensure proactive actions plans are addressed to address or mitigate these risks which result in an improvement in the quality of Childminding provision.
Assist in the development of and implement of the Childminding elements of the Early Years, Childcare Sufficiency and participation strategies. Assist in the development of and implement the wrap around childcare strategy delivered by Ofsted Registered Childminders in partnership with other childcare providers, identifying barriers to partnership working and implementing strategies to reduce	Sufficient high-quality childcare places are available for those who wish to take up a place in their chosen locality at the times that they need them. There is sufficient and sustainable wrap around childcare, before and after school and during holiday periods, within the borough for children aged 0-14, or up to 18 for disabled children whose parents are working or undertaking work-related training. Childminders provide information that parents/carers need about their wrap around care. Increase in the volume of high-quality wrap around childcare delivered by Childminders.

<p>or overcome them.</p>	
<p>Assist in the development of and implement the Ofsted Registered Childminder workforce strategy to ensure we have an adequate number of high-quality childminders to meet demand for the relevant age groups in the areas where there is an identified demand.</p>	<p>Childminding services are delivered and supported by a well-qualified and properly skilled workforce. There are strong links, partnerships and collaborative working across maintained and PVI providers and teams.</p> <p>Support and development needs of childminders are assessed and development plans implemented.</p> <p>Cluster/support groups for Ofsted registered Childminders are promoted and facilitated.</p> <p>Childminders share information, good practice and childcare market information.</p> <p>The childcare needs of those requiring it are met.</p> <p>Increase in the number of childminders achieving a Good or Outstanding Ofsted inspection grade</p> <p>Service and skills gaps are identified.</p> <p>The development of interventions to address the gap is supported.</p>
<p>Deliver a range of information, advice and training based on business sustainability and the EYFS, that is high quality and evidence-based to ensure the desired outcomes are achieved.</p> <p>Empower Ofsted registered childminders with regards to the identification of development needs/non-compliance and ensuring appropriate support is put in place at the earliest opportunity via the Team around the setting process (TAS)</p>	<p>Childminding provision is high quality, inclusive and safe and prepares children for school.</p> <p>The early years & childcare workforce has access to support, advice and training as well as development opportunities that lead to strong leadership & governance and quality service delivery.</p> <p>Ofsted registered Childminders meet their legal, statutory and contractual requirements, including registration, inspection, EYFS and business requirements.</p> <p>Ofsted registered Childminders achieve a Good or Outstanding Ofsted inspection outcome, (or, as a minimum, improve upon previous outcome).</p> <p>Customised information given to childminders at an appropriate stage.</p> <p>Reduction in requests for one to one/face to face support. Childminders are empowered to meet their own needs and resolve their own issues.</p> <p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p> <p>Appropriate action is taken to resolve the issue.</p> <p>Customers /stakeholders are satisfied.</p>
<p>Provide a quality service to Ofsted Registered Childminders that is valued by them to maximise likelihood of them buying traded</p>	<p>Income from traded services is increased year on year.</p>

<p>services</p>	
<p>Work with EYs Advisory teachers, Early Years Inclusion Officers and other health professionals to develop and provide a robust core offer of information advice and training to Ofsted Registered childminders to ensure they are aware of and meeting the need of the SEND code practice and other relevant SEND policies and procedures and implementing inclusive practice, OAP (Ordinarily Available provision) intervention to ensure needs are identified early and effective intervention implemented.</p>	<p>More children are identified earlier with SEND, or social, communication and language issues and provided with appropriate support and services</p>
<p>Work flexibly to meet the needs of the Early Years and Childcare sector: this may include some evening and weekend work.</p>	<p>Flexible working in place to meet the needs of the Early Years and Childcare sector: maybe including some evening and weekend work</p>
<p>Maintain up-to-date knowledge of current legislation, national guidance, local policies, and research,</p> <p>Ensure that all areas of work comply with the Council's policies on equality, inclusion, and anti-discriminatory practice.</p> <p>Undertake any other duties as determined by the manager, appropriate to the grade of the post</p>	<p>Continuous professional development plan in place to maintain up-to-date knowledge of current legislation, national guidance, local policies, and research.</p> <p>All areas of work comply with the Council's policies on equality, inclusion, and anti-discriminatory practice.</p> <p>Any other duties as determined by the manager, appropriate to the grade of the post are undertaken.</p>

Nature of Contacts
<p>Typically, Senior Managers and Service managers across the authority and external agencies and organisations providing advice regarding the delivery of high-quality childcare.</p> <p>Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.</p> <p>May also liaise with members of staff and other key stakeholders regarding service issues, problems and processes.</p> <p>May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>

Procedural Context
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>Occasionally the post will be expected to work from other locations.</p>

Key Facts and Figure
<p>Reports to the Childminding Support Team Lead</p>

Resourcing
<p>Budget Responsibilities: N/A</p> <p>Supervisory Responsibilities: N/A</p>

Knowledge, Skills and Experience
<ul style="list-style-type: none"> • In-depth knowledge of the Early Years Foundation Stage and child development 0- 5 years and what constitutes high quality inclusive practice. • Experience of developing and delivering support, advice and training regarding Early Years Foundation Statutory requirements. • Experience of undertaking reviews and assessment of the quality of Childminding services that meet Early Years Foundation Stage and Ofsted registration requirements • Experience of working in or with the Ofsted Registered childminding Sector • Experience of working within own area of professional expertise and working across organizational boundaries. • Ability to build effective working relationships and influence a wide range of people including managers, external partners and members of the public. • Excellent verbal and written communication skills. • Ability to work in a context of complexity and ambiguity and deal with conflicting demands.

- Highly developed organizational and planning skills and the ability to work independently.
- Good working knowledge of relevant processes and systems and awareness of policy and procedure framework.
- Excellent knowledge of service provided in own area and awareness of wider Council activities.
- Excellent knowledge of Microsoft Office applications and specialist system/s.
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Indicative Qualifications

Degree or vocational qualification in Early years and childcare subject or equivalent.

Post qualification work experience with children in the Early Years Foundation Stage

Minimum NVQ3 in relevant childcare qualification

Experience of cross-sector multi-agency working (setting or child focused)

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.