

Role Title	Education Enrichment & Childcare Lead
Job Family	Education Operations and Performance
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO4
Purpose To develop and operationally manage a business operations and performance service within the Education Service. To ensure quality and value for money at all times. To ensure the service complies with relevant legislation, regulations and policies. To deliver the above in relation to: - Meeting the Councils statutory duty to secure free early education and childcare places to children under 5 who are eligible for a place, as well as childcare for children aged 0 to 14 or up to 18 for disabled children, by: - creating and retaining high quality places by working with potential providers and existing providers - commissioning high quality providers - delivering information advice and training which empowers providers to remain financially sustainable and provide quality places that comply with business related statutory requirements. - Deliver grant funded programmes related to early education and childcare and out of school/enrichment activities for school age children - Providing a range of business operations/support services across the education service Support the Education Operations Manager, deputising when required	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.

Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion, or escalated if appropriate. Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Lead projects or improvement programmes, or contribute to the delivery of larger projects	Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues. Projects are delivered to agreed specification, timescales and budgets.

	All project documentation and reports are completed correctly.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Contribute to the development of service plans to meet strategic business goals. Ensure compliance with internal / external standards.	Service plans and targets for area of responsibility are developed based on the Council's overall strategic directives and agreed and communicated within required timeframe. Strategic and operational input is provided to wider

	business planning and development. Progress against objectives is effectively monitored and delivered.
Work in partnership with the Education Operations Manager to deliver the Council's statutory duty to produce childcare sufficiency assessments based on a range of qualitative and quantitative data	Childcare sufficiency report produced and published, annually as a minimum
Deliver a range of business-related information, advice and training to potential and existing Ofsted registered childcare providers, DfE registered schools and commissioned providers of activity/enrichment programmes regarding running sustainable businesses which comply with statutory requirements and support the creation and sustainability of sufficient childcare and out of school places.	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 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 is available A range of activity/enrichment programmes are available outside of school term time. Providers and Schools have access to support, advice and training as well as development opportunities that lead to strong leadership & governance, financial sustainability and quality service delivery. Early Years, Childcare providers and Schools providers meet their legal, statutory and contractual requirements, particularly those around business functions.
Implement the quality assurance process regarding business requirements for childcare providers and schools who wish to be commissioned by the LA to deliver Free Early Education Entitlement (FEEE) places and providers who are commissioned to deliver activity/enrichment activities in line with statutory guidance.	Appropriate services are commissioned and deliver the required outputs and outcomes. Quality of provision is improved Contracts are awarded based on DfE Early Years Foundation Stage and statutory requirements and also in line with value for money principles.
Implement the process of issuing funding agreements to childcare	Funding agreements are in place for all settings

providers and schools who wish to be commissioned by the LA to deliver Free Early Education Entitlement (FEEE) places and providers who are commissioned to deliver activity/enrichment activities in line with DfE requirements and LA commissioning requirements.	approved to deliver FEEE places Appropriate services are commissioned and deliver the required outputs and outcomes. Contracts are effectively monitored and provide evidence of continuous improvement
Monitor compliance with FEEE Funding agreements or contractual requirements and associated Team Around the Setting and Provider Risk Register procedures	Contracts are effectively monitored and provide evidence of continuous improvement. Quality of provision is improved Process in place to identify, support and take appropriate intervention/cessation process action where providers are found to be non-compliant with FEEE Funding agreements, contractual requirements and/or statutory guidance. Non-compliance as well as poor quality and/or unsafe provision is addressed in line with statutory guidance.
Act as Co-Ordinator/Lead/Project Manager in line with Council and/or DfE requirements as required in order to deliver project plans, outcomes and impact in relation to grant funding received for specific projects	Projects to deliver grant funded programmes are effectively delivered and result in full grant payment due to delivery of grant outcomes and impact
Collate evaluation and performance management information that will measure the impact of Education services, which in turn informs service planning and strategic vision.	The level of customers /stakeholders satisfaction is monitored and appropriate actions taken to address concerns. There are strong links, partnerships and collaborative working arrangements Service planning and strategic vision is evidence based
Develop and deliver a range of business operations and financial support to the wider Education Service	Business operations and financial support provided to the wider Education Service, including procurement, performance and planning, in line with LA and statutory requirements.

Contribute to the progression of the Digital by Default agenda and identify areas where ICT can be used more effectively to improve service delivery and provide required outcomes	A range of efficient digital processes identified and implemented. A digital claim and payment system developed and implemented
Collate and analyse information in order to produce accurate performance and financial data in partnership with internal and external partners Produce service information and performance data	High quality accurate returns are submitted to the DfE and other organisation/bodies as appropriate. High quality service information and performance data is produced which accurately reflects the Waltham Forest picture which is used to inform Education Service planning as well as services planning for internal and external stakeholders
Manage risk within area of responsibility. Ensure all stakeholders are aware of and comply with relevant regulations and procedures.	Potential risk is identified and mitigation is planned. Resource Register and Issue Logs are maintained.
Contribute to the development of and implement policies and procedures in order to ensure that service is delivered in line with the Council's and statutory equality, diversity and inclusion requirements	Service is delivered in line with the Council's and statutory equality, diversity and inclusion requirements
Publish, record and retain information in line with General Data protection Regulations (GDPR), equality and disability requirements	Information is published, recorded and retained in line with General Data protection Regulations (GDPR), equality and disability requirements

Nature of Contacts

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context
Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation. Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals. Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service. Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility. Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours. Occasionally the post will be expected to work from other locations Reports to Education Enrichment & Childcare Operations Manager
Key Facts and Figures
Resourcing
Budget Responsibilities: NIL Supervisory Responsibilities: Up to 5 people

Knowledge, Skills and Experience
• Experience of operationally managing a service/team which contributed to delivering a Council's statutory requirements relating to delivering a Council's statutory requirements relating to securing free early education and childcare places to children under 5 who are eligible for a place, as well as childcare for children aged 0 to 14 or up to 18 for disabled children, by creating and retaining high quality places by working with potential providers and existing providers, commissioning high quality providers and delivering information advice and training which empowered providers to remain financially sustainable and provide quality places that comply with business related statutory requirements. • Experience of successfully operationally managing a service/team delivering grant funded programmes related to early education and childcare and out of school/enrichment activities for school age children • Experience of operationally managing a team/service which lead on delivering grant funded programmes related to early education and childcare and out of school/enrichment activities for school age children • Experience of providing a range of information advice and training to Early Years,

Childcare providers and Schools regarding running sustainable businesses which comply with statutory requirements.

- Experience of developing and implementing financial and business strategies/plans that are based on thorough analysis of needs and risks.
- Expert knowledge and understanding of Ofsted/DfE requirements, systems, policy, practices, procedures, and legislation regarding early years and childcare.
- Excellent customer service skills, with experience of resolving customer queries.
- Significant experience of working with and forming positive, trusting relationships with commissioned providers (especially Ofsted registered childcare providers and schools).
- Experience of consultation, engagement and participation work with parents/carers, schools and childcare providers
- Experience of providing a range of business operations/support services across an internal service/team.
- A good understanding of the issues that can affect parents/carers, schools and childcare providers and how best to address them.
- Experience of developing team members by effectively delegating tasks and projects
- Experience of translating strategic vision into practical achievable plans
- Experience of defining service delivery expectations and setting clear expectations for the team
- Experience of harnessing the strengths of the team to positive advantage
- Experience of effectively managing projects/programmes of work including change projects and grant funded initiatives
- Experience of using data and information to benchmark good/best performance and practice to assess performance of team/service
- Experience of developing policies and procedures to improve service outcomes/impact
- Experience of producing a range of advice, information, data and statistical analysis, reports and presentations to internal and external Heads of Service and Senior Managers
- IT skills, including Microsoft Office suite
- Experience use of large complex management and client information systems and finance systems (particularly Oracle)

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area
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