

Role Title	Education Enrichment & Childcare Officer
Job Family	Education Operations and Performance
Competency Level	All Colleagues
Pay Range / Scale	SO2
Purpose <p>To provide business operations and financial information, support, and training and provide specialist knowledge.</p> <p>To deliver the above in relation to:</p> <ul style="list-style-type: none"> Contribute 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: <ol style="list-style-type: none"> 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 Contribute to meeting the Councils Statutory Duties in relation to encouraging, monitoring and reporting on participation in early learning and childcare and post 16 education services by CYP Contribute to meeting the Councils statutory and non-statutory requirements with regards to communication with internal and external stake holders Deliver grant funded programmes related to early education and childcare and out of school/enrichment activities for school age children To provide a range of information advice and training to Early Years, Childcare providers and Schools regarding running sustainable businesses which comply with statutory requirements. Providing a range of business operations/support services across the education service <p>Supporting the Education Operations Lead.</p>	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	<p>The service is delivered to the quality, organisational and professional standards required</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>

Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
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 manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy

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.
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Job Specific Accountabilities:	End Results/ Outcomes
Contribute to the development of service plans to meet strategic business goals. Ensure compliance with internal / external standards.	<p>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.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
Support 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
Assist in the development of and deliver a range of business-related information, advice and training to Ofsted registered childcare providers, DfE registered schools and commissioned providers of activity/enrichment programmes regarding creating and running sustainable businesses which comply with statutory requirements and support the creation and sustainability of sufficient childcare and out of school places.	<p>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</p> <p>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</p> <p>A range of activity/enrichment programmes are available outside of school term time.</p> <p>Providers and Schools have access to support, advice and training as well as development opportunities that lead to strong leadership & governance, financially sustainability and quality service delivery.</p> <p>Early Years, Childcare providers and Schools providers meet their legal, statutory and contractual requirements, particularly those around business functions.</p>
Assist in the development of and deliver a 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	<p>Appropriate services are commissioned and deliver the required outputs and outcomes.</p> <p>Quality of provision is improved</p> <p>Contracts are awarded based on DfE Early Years Foundation Stage and statutory requirements and also in line with value for money principles.</p>

to deliver activity/enrichment activities in line with statutory guidance.	
Undertake the process of issuing funding agreements to 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 DfE requirements and LA commissioning requirements.	Funding agreements are in place for all settings 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.
Support the delivery of project plans in order to deliver the 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 functions to the wider Education Service	A range of high quality business operations are in place that support the delivery of the Education services requirements e.g. purchase orders, non-procurement payment requests, arranging and facilitating events and meetings, analysing data, producing reports and other business operation tasks as required.
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	High quality accurate returns are submitted to the DfE

in order to produce accurate performance and financial data in partnership with internal and external partners Produce service information and performance data	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.
Comply with 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

Key contacts are internal and external customers/stakeholders

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations

Reports to Education Enrichment & Childcare Lead

Key Facts and Figures

No direct responsibility for staff - may need to oversee work done by others in area of expertise or project.

Resourcing
Budget Responsibilities: NIL
Supervisory Responsibilities: NIL
Knowledge, Skills and Experience <ul style="list-style-type: none"> • Experience of providing a range of business operation and financial information, support, and training which contributed 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 • Experience of providing a range of business operation and financial information, support, and training which contributed delivering a Council's statutory requirements relating to securing sufficient childcare for children aged 0 to 14 or up to 18 for disabled children • Experience of providing a range of business operation and financial information, support, and training in relation to 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. • Good 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 producing a range of advice, information reports and presentations to internal and external Managers <p>4. Experience of consultation, engagement and participation work with parents/carers, schools and childcare providers</p> <p>5. Experience of providing a range of business operations/support services across an internal service/team.</p> <ul style="list-style-type: none"> • A good understanding of the issues that can affect parents/carers, schools and childcare providers and how best to address them. • Experience of effectively developing and delivering projects/programmes of work including change projects and grant funded initiatives • Experience of looking for opportunities to improve your own work • Experience of using initiative to improve service outcomes/impact • Experience of managing multiple tasks and responding to changing priorities • Experience of using a range of methods to communicate effectively with others • Experience of keeping up to date with technologies and working processes • Experience of bringing insights and ideas to influence the implementation of change • IT skills, including Microsoft Office suite

- Experience use of large complex management and client information systems and finance systems (particularly Oracle)

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.
Relevant professional qualification

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.