



Job Profile

JOB TITLE:	FIS Officer
GRADE:	Scale 6
POST NO:	
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Children's Services
SERVICE:	Families' Information Service (Education and SEND)

REPORTING STRUCTURE

Reports to:	FIS Coordinator
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To be proactive in ensuring that the FIS meets its statutory duties under the Childcare Act 2006 and Childcare Act 2016 by being responsible for delivering the Early Years Entitlement, Families in Need childcare subsidy scheme, Family Information Directory, SEND Local Offer and other tasks.

To provide a high quality information service centred on services for families with children and young people aged 0-20.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To work effectively with the local community and partner agencies to deliver effective information and advice about services for young children and their families in line with the core purpose of the Education and SEND Service.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- To ensure that the data held on the FIS database is of the highest quality by:
 - Developing and implementing systems and processes to ensure data integrity;
 - Auditing the quality of information and ensuring inaccuracies are rectified speedily and communicated to the colleagues within the Local Authority and, where appropriate, to Ofsted
- To provide a high quality service to users by:
 - Providing an excellent standard of advice and information for all parents, in accordance with their need, from base and in the community, Children's Centres and Schools;
 - Providing a range of written and electronic information on local and national services and websites, childcare affordability schemes and signposting to other agencies regarding child related benefits;
 - Establishing and implementing methods to review and evaluate the impact of work with families to ensure the most effective use of resources and value for money
- To increase access by:
 - Being responsible for uploading data to the local authority websites
 - Targeting activities to identified groups with low uptake to childcare and information
- All of the above, to have regard to the Data Protection Act and the arrangements between Ofsted and local authorities in regard to data on childcare and early education providers and in accordance with Council policies e.g. confidentiality.

- To be responsible for the statistical requirements of the FIS, producing reports and data, often at short notice for important strategic initiatives and as required to meet local authority statutory duties.
- To administer the Early Years Entitlement (EYE) scheme e.g. checking the accuracy of claims for funding, processing payments, submitting the data return for the Early Years Census which is essential for local authority funding for the EYE. Offer specialist advice and support to parents and childcare settings with EYE, reporting any concerns or issues to line manager.
- To audit childcare settings and schools for their delivery of EYE schemes through a combination of office based work and onsite visits. To produce action plans for settings and schools as a result of this audit work, with a particular focus on areas for development. To follow up on this audit work, ensuring action plans are delivered by settings.
- To oversee financial tasks relating to childcare subsidy schemes, promoting good practice, ensuring compliance with audit requirements and that deadlines for payments are met.
- To attend case conferences, core groups, TAF meetings and other meetings as required, assisting families to engage in the processes.
- To take an active role in planning, supporting and attending community outreach events and activities. To be proactive in identifying families who are less likely to engage with services and develop strategies for encouraging a greater use of services.
- To deliver a service that is sensitive to the needs of the children, parents and carers from different social and cultural backgrounds.
- To be responsible for Hillingdon Council's Parent Champions scheme - recruiting new volunteers for the scheme, preparing and delivering training for new and existing Parent Champions and incorporating them in engagement work with local families.
- To be responsible for developing the Council's Family Information Directory, using initiative to identify relevant services to be included and building effective partnerships to promote the effectiveness of the directory.
- To implement Hillingdon's SEND Local Offer website, ensuring that it meets the statutory requirements of the Children and Families Act 2014.
- To promote the SEND local offer with multiagency practitioners across education, health and social care services through delivering presentations and awareness sessions, attendance at promotional events and meetings and the distribution of publicity materials.
- To work with local authority teams and other services for families in the borough to increase access to information for parents / carers and young people.
- To develop the Childcare and Early Years pages of the Hillingdon Council website and other websites as appropriate, by developing both the breadth of content and ensuring better access to the service for "hard to reach" groups, including through the use of social media and other alternative means of accessing information and advice.

- To ensure all written communication is produced to a high standard at all times, and delivered to deadlines.
- To carry out any other tasks commensurate with the level of this post, as and when required.

4. Service Planning & Development

- To contribute to the development and implementation of the FIS Plan, the objectives of the Education and SEND Service and understand how the FIS Officer role supports the delivery of these aims.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal: Officers across all Council departments, Children's Centres

External: Parents, Childcare providers, Schools Government Departments, Ofsted

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Delivery of agreed PADA objectives

B. Person Specification

FIS Officer

This person specification will be used for recruitment to the **FIS Officer** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Good general level of education, equivalent to at least G.C.S.E. Grade A-C in English and Mathematics or be able to demonstrate literacy and numeracy skills	✓	
NVQ level 3 in Information, Advice and Guidance		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of/a high level of competency in using the Internet and MS Office products i.e. Word, Excel, and Powerpoint.	✓	
Experience of general administrative work	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Effective communication and the ability to deal with a wide variety of people with tact and diplomacy in person, by phone and in writing	✓	
Good organisational skills i.e. time management and the ability to prioritise a changing workload.	✓	
High attention to detail, to ensure work is accurate and completed to a consistently high standard	✓	
Knowledge and understanding of the problems and difficulties faced by families and the ability to help them find constructive solutions	✓	
Commitment to ensuring equal opportunities in delivering services;	✓	
Ability to maintain confidentiality, even under extreme pressure.	✓	
To be creative in identifying opportunities to promote the FIS	✓	
Specialist knowledge of recent Government initiatives in early years education and childcare.		✓

5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	