

Job Description

Early Help Information and Signposting Officer

Early Help

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC05
Location:	Hereford
Responsible to:	Early Help Group Team Managers

Main purpose of the role

- To provide high quality, consistent flexible data entry and general administrative duties to the 16-19 team, Early Help & Children Centre Services.
- Manage telephone enquiries from parents, young people, providers, professionals etc. for children centre services, early help and 14 – 19 team enquiries
- To ensure that the service fully meets the expectations of managers and teams supported and Ofsted requirements
- To assist in the reduction of young people aged 16 – 18 (up to 25 for young people with an ehc) who are recorded as not in education, or not known by providing post 16 telephone tracking calls to young people
- Input data regarding young people onto the Sentinel Tracker system
- Target potentially eligible families from the DWP list for 2 year NEF and respond to queries regarding the 30hours childcare offer
- Support reception duty at children centres across Herefordshire
- To work flexibly - hours and locations throughout Herefordshire.
- Circulate the children centre services 'What's on' timetable as devised by LSC's & centre workers.
- Complete children centre building room booking and health bookings. Updating of operational rooms and other calendars.
- Collating, counting and recording contributions/donations from group attendees, both internal and external partner agencies.
- Requisitioning invoices and placing onto Agresso.
- Accurately Input data onto several databases e.g. Synergy, Mosaic, Sentinel
- Act as administrative support for children centre services Advisory board meetings; taking minutes; sending out agendas and paperwork
- Complete administrative support for the Early Help Domestic Abuse Triage system
- Manage telephone enquiries from parents, providers, professionals etc. for children centre services, Early Help and 16-19 team enquiries
- Receive telephone enquiries regarding Early Help, Early years and 14 – 19 Education
- To undertake any other duties as required, commensurate with the nature of the job



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Expected to make significant contributions to the development and/or implementation of the Herefordshire Children's and Young People's Plan in their area of service delivery / work 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> Accountable for their work and should ensure that work output and quality is of the highest quality and in accordance, where appropriate, with current regulations/legislation/Council standards 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> Responsible for their own continuous self-development in order to enhance their own performance and expected to undertake relevant training and development 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> Expected to promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment and service delivery and to support /develop a working culture within these services that reflect the Council's vision 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> To deliver a high standard and comprehensive customer service, support and to early help, Children's Centres and 16-19 team enquiries 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> To provide high quality telephone based support and sign posting to clients requiring information 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> To make contact with young people, their families, employer or provider via telephone calls, e mail, text etc. to establish their current destination 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> Promote and signpost services across all early help (children's centres, 14-19 team, troubled families, family support) to partners, parents as appropriate and act as the single point of contact for this service area 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> To manage MS Outlook inboxes, calendars and tasks on behalf of managers and teams supported, in line with agreed expectations 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> To make enquiries and carry out basic research at the request of Local service coordinators, Early Years Integrated Support Leads, Heads of Service or Assistant Directors 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> To carry out data input and validation to corporate and directorate databases and systems in line with procedures and data quality standards 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> To attend and take minutes of meetings as required and send out relevant supporting documentation 	<ul style="list-style-type: none"> • Ongoing



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • To support the preparations for external inspection regimes for early help service 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • To carry out data inputting, tracking and administrative activities, for the manager and teams supported 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To receive and respond to incoming telephone enquiries providing signposting to, and information about, forwarding calls as required 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To carry out enquiries and basic research on request 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To carry out data input and validation to corporate and directorate databases and systems, in line with procedures and data quality standards 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To attend and take minutes of meetings as required, including sending out relevant supporting documentation 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To adhere to and actively promote the Council's Equal Opportunities policy 	<ul style="list-style-type: none"> • Continual
<ul style="list-style-type: none"> • To contact potentially eligible families from the DWP list for 2 year NEF 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To undertake any other duties as required, commensurate with the nature of the job 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To make outgoing telephone calls to young people/ their families/ employer or provider to establish their destination 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Support a reception duty at Children's centres across Herefordshire as and when required 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Circulate promotional materials, newsletters etc. on behalf of Childrens centres, early help and the 14 – 19 team 	<ul style="list-style-type: none"> • As required



Person Specification

Requirements	Essential or Desirable	Identified by
Qualifications and Training		
• At least 5 GCSEs or equivalent, including English and Maths	Essential	A, I
• Microsoft Office, including significant expertise in MS Word, Excel, PowerPoint, Access and Outlook	Essential	A, I
• OCR/RSA stage 2 word-processing or equivalent	Essential	A, I
Experience & Knowledge		
• Providing accurate data inputting into various IT systems e.g. synergy connect, mosaic	Essential	A, I
• Dealing with telephone enquiries from the public and partner agencies	Essential	A, I
• Preparing agendas and supporting documentation and taking minutes of meetings	Essential	A, I
• Use of databases and other computerised systems	Essential	A, I
• Working effectively as an individual and as part of a team	Essential	A, I
Skills and Abilities		
• Ability to produce high quality, accurate work to tight deadlines	Essential	A, I
• Excellent communication and interpersonal skills	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to work effectively with staff at all levels within the directorate, Council and partner agencies 	Essential	A, I
<ul style="list-style-type: none"> Ability to organise own workload and work to deadlines 	Essential	A, I
<ul style="list-style-type: none"> Confident in telephoning families to gather information 	Essential	A, I
<ul style="list-style-type: none"> Self motivated and ability to use own initiative 	Essential	A, I
Other Factors		
<ul style="list-style-type: none"> Flexible approach to work and hours to satisfy the needs of the business 	Essential	I
<ul style="list-style-type: none"> Ability to work evenings as required 	Essential	I
<ul style="list-style-type: none"> Commitment to fairness and equality 	Essential	I
<ul style="list-style-type: none"> Car driver preferred/or ability to get around the county to different children centres as required 	Essential	I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They *help us to achieve our Council Plan vision "do our best for Herefordshire"* acting as our DNA and the "way that we do things around here". *We expect all colleagues to act as a role model by living our values and setting an example for others.* Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions.

Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

