| Role Structure | Role Details  |
| --- | --- |
| Directorate: | Community Wellbeing |
| Grade: | HC6 |
| Location: | Plough Lane/ Remote |
| Responsible to: | Talk Community Children & Families Lead |

# Job Description

# Job Role: HAF Support Officer

**Talk Community**

## Main purpose of the role

Play a key role in supporting the coordination and delivery of the Here for Herefordshire Holidays Programme. This role focuses on providing operational support, partnership management, and administrative oversight to ensure the programme successfully engages eligible children and young people during the Easter, summer, and Christmas holidays.

The support officer will contribute to various processes including budget management, quality assurance, programme monitoring, and partnership coordination. They will also ensure compliance with statutory and best practice guidelines related to safeguarding, health, and food standards.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Support the design, development, and delivery of the HAF programme in line with Department for Education (DfE) requirements, ensuring the programme meets national guidelines and local priorities.
 | * Daily
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| * Assist in the development and implementation of programme plans, including financial, operational, and quality assurance strategies to ensure effective delivery.
 | * Weekly
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| * Work closely with providers to ensure they meet all health and safety, safeguarding, and food safety standards, maintaining compliance with relevant regulations.
 | * Monthly
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| * Assist in building and maintaining cross-sector partnerships with schools, community organisations, and holiday programme providers to deliver a high-quality, enriching programme.
 | * Quarterly
 |
| * Manage internal and external communications with partners, responding to inquiries and keeping stakeholders informed of developments, timelines, and expectations.
 | * Yearly
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| * Support the development of strong relationships with providers, ensuring a collaborative approach to the delivery of holiday programmes across various sectors.
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| * Assist in managing the HAF programme budget, ensuring financial tracking, processing of payments to providers, and adherence to budgetary limits.
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| * Provide administrative support for the grants application process, including reviewing and processing applications, and ensuring timely distribution of funds.
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| * Monitor financial performance and report on financial spend, ensuring transparency and compliance with council and DfE guidelines.
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| * Coordinate the monitoring and evaluation process, collecting both quantitative and qualitative data to assess the outcomes and impact of the HAF programme.
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| * Assist in the preparation of reports for senior management, elected members, and the DfE, detailing financial performance, programme outcomes, and areas for improvement.
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| * Support ongoing data collection and feedback from programme participants, ensuring accurate record-keeping to inform future programme enhancements.
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| * Assist in organising training sessions for holiday programme providers to meet DfE standards, ensuring providers have the necessary skills and knowledge.
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| * Work closely with providers to improve their capacity to deliver safe and enriching holiday activities, addressing areas of improvement based on monitoring and feedback.
 |  |
| * Support the development and execution of outreach and engagement strategies, making the HAF programme accessible to eligible families, particularly those with children who have additional needs (e.g., SEND, EAL).
 |  |
| * Help coordinate marketing and communications efforts, ensuring families and stakeholders are aware of the HAF programme and its benefits.
 |  |
| * Attend and support HAF family events to ensure smooth operations and foster engagement with families, gathering feedback and promoting a positive experience for children and parents.
 |  |
| * Provide administrative and operational support for the smooth delivery of the HAF Steering Group including organising meetings, preparing agendas, and following up on actions.
 |  |
| * Support continuous improvement efforts by identifying areas for enhanced efficiency or impact in programme delivery and partner support.
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| * Assist in any other relevant administrative or coordination tasks as deemed necessary by the team to ensure the effective management of the HAF programme.
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**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by****A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** |
| * Minimum of 5 GCSEs or equivalent, including Maths and English.
 | Essential | A, I |
| * Relevant qualification in project management, business administration, or community development (desirable).
 | Desirable | A, I |
| * Evidence of continuous professional development
 | Desirable | A, I |
| **Experience & Knowledge** |
| * Experience of managing relationships with external partners and working on behalf of your organisation to influence the successful delivery of services.
 | Essential | A, I |
| * Experience of working at a local level with community organisations
 | Essential | A, I |
| * Experience of working with or delivering programmes that support vulnerable children, families, or communities.
 | Essential | A, I |
| * Experience of working with multiple stakeholders (e.g., schools, community organisations, and third-party providers).
 | Essential | A, I |
| **Skills and Abilities** |
| * Proven organisational and time management skills, including the ability to balance and prioritise a workload in a fast-paced environment with competing demands.
 | Essential | A, I |
| * Ability to take a proactive approach, working with minimal supervision and demonstrating initiative in problem-solving.
 | Essential | A, I |
| * Excellent computer literacy – ability to produce a range of documents and reports, using MS Word, Excel, PowerPoint, and other relevant software.
 | Essential | A, I |
| * Ability to manage a varied range of stakeholders and communicate effectively and clearly, in writing, verbally, and through reports.
 | Essential | A, I |
| * Strong interpersonal and communication skills, demonstrating empathy and tact when working with vulnerable groups and stakeholders.
 | Essential | A, I |
| * Strong interpersonal and communication skills
 | Essential | A, I |
| * Strong attention to detail and a meticulous approach to work,
 | Essential | A, 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.