

Job Description

Job Role: Early Help Information and Signposting Officer

Main purpose of the role

Manage telephone enquiries from parents
Young people, providers, professionals etc.
To provide high quality, consistent flexible data
and general administrative for children's
centre services/early help

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC04
Location:	Early Help
Responsible to:	Children's Centre's Services Community Officer

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Promote and signpost services across early help (children's centres, 16-19 team, 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"> Daily
<ul style="list-style-type: none"> Support reception duty at children centres across Herefordshire. To work flexibly - hours and locations throughout Herefordshire. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Complete children centre room bookings and health bookings. Updating of operational rooms and other calendars. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Circulate promotional materials including newsletters for Children's Centre and Early Help Services 	<ul style="list-style-type: none"> As needed
<ul style="list-style-type: none"> Act as administrative support - attend and take minutes of meetings as required, including sending out relevant supporting documentation 	<ul style="list-style-type: none"> As needed
<ul style="list-style-type: none"> Target potentially eligible families from the DWP list for 2 year NEF and respond to queries regarding the 30hours childcare offer 	<ul style="list-style-type: none"> As needed



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Provide accurate data inputting into various IT systems e.g. synergy connect, mosaic. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Carry out data inputting, tracking, reporting and administrative activities, for the manager and service 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure that the service fully meets the expectations of managers and teams supported and Ofsted requirements 	<ul style="list-style-type: none"> As needed
<ul style="list-style-type: none"> Requisition invoices and place onto Agresso/relevant system 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Provide high quality telephone based support and sign posting to clients requiring information 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Make contact with young people, their families, employer or provider via telephone calls, e mail, text etc. to establish their current destination (NEET) 	<ul style="list-style-type: none"> Daily/Weekly
<ul style="list-style-type: none"> 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"> Daily
<ul style="list-style-type: none"> 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"> As needed
<ul style="list-style-type: none"> Undertake any other duties as required, commensurate with the nature of the job 	<ul style="list-style-type: none"> As needed
<ul style="list-style-type: none"> Be 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"> To support the preparations for external inspection regimes for early help service 	<ul style="list-style-type: none"> As needed



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> At least 5 GCSEs or equivalent, including English and Maths 	Essential	A, I
<ul style="list-style-type: none"> Trained in use of Microsoft Office, including significant expertise in MS Word, Excel, PowerPoint, Access and Outlook 	Essential	A, I
<ul style="list-style-type: none"> Trained in use of OCR/RSA stage 2 word-processing or equivalent 	Desirable	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Providing accurate data inputting into various IT systems e.g. synergy connect, mosaic. 	Essential	A, I
<ul style="list-style-type: none"> Dealing with telephone enquiries from the public and partner agencies 	Essential	A, I
<ul style="list-style-type: none"> Preparing agendas and supporting documentation and taking minutes of meetings 	Essential	A, I
<ul style="list-style-type: none"> Use of databases and other computerised systems 	Essential	A, I
<ul style="list-style-type: none"> Working effectively as an individual and as part of a team 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Skills and Abilities		
<ul style="list-style-type: none"> Ability to produce high quality, accurate work to tight deadlines 	Essential	A, I
<ul style="list-style-type: none"> Excellent communication and interpersonal skills 	Essential	A, I
<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"> Confident in telephoning families to gather information 	Essential	A, I
<ul style="list-style-type: none"> Self motivated and able to use own initiative 	Essential	A, I
<ul style="list-style-type: none"> Ability to organise own workload and work to deadlines 	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

Our values are what we represent as a council and our behaviours are how we act to get things done to reach our potential.

