

## Family Information Service (FIS) Advice Officer

**Service:** Family Information Service  
**Band:** Band 3  
**Reporting to:** Senior FIS Officer  
**Responsible for:** No Direct reports



**TRAFFORD**  
COUNCIL

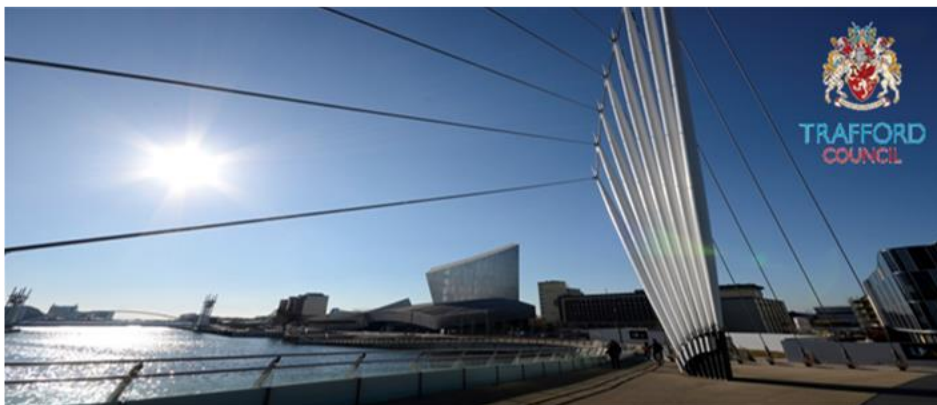
### About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities prosper***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Your Main Priorities

- Provide impartial information and advice to parents, families, carers, childcare providers, schools, agencies and members of the public on a range of subjects including SEND services, childcare funding, events and activities, childcare options and services for children and families.
- Meet the objectives set out in the Children & Families Act 2014 and statutory duties in the Childcare Act 2006 and Childcare Act 2016.

### Key duties

- Provide impartial information and advice on a range of subjects including SEND services, childcare funding, events and activities, childcare options and services for children and families through, telephone, e-mail, and other forms of communication.
- Operate and interrogate the service directory database and other information systems ensuring information is kept up to date and accurate.
- Research seasonal and holiday activities and events and promote them on the Trafford Directory.
- Establish and maintain good relationships with early education providers, council departments and other service users to promote and monitor registration on the Trafford Directory.
- Support childcare providers to manage their online information and ensure that vacancy information is kept up to date to enable regular monitoring of childcare sufficiency.

- Provide general administrative support to the wider Education Service, e.g. minute taking, raising purchase orders and booking meetings.
- Establish and maintain a good working relationship with Ofsted, act as the first point of contact for telephone and email enquiries. Download Ofsted data and transfer in accordance with agreed protocol. Query and agree data changes, update the Trafford Directory database and other information systems, produce management reports and disseminate changes.
- Support in the design and production of in-house information materials including leaflets, posters and booklets and provide marketing support to projects, events and activities.
- Assist with the monitoring and evaluation of the FIS in measuring hits, performance, and quality of information.
- Attend local and regional FIS meetings and training events as necessary to ensure knowledge is kept up to date and relevant.
- Promote and apply equal opportunities in all aspects of work.
- Carrying out any other duties commensurate with the grade of the post as required from time to time by the needs of the service.

## About You

### **Qualifications and Professional Development**

- Numeracy and literacy skills equivalent to GCSE English and Maths (Grade A-C)
- Level 3 Advice & Guidance Qualification or willingness to work toward gaining qualification.
- Evidence of continued professional and personal development

### **Experience and Knowledge**

- Working in an administrative role

- Working in an advice and guidance role
- Dealing with the public
- Meeting deadlines
- Use of databases and online systems Knowledge of children and family information services
- Childcare Act 2006 and 2016
- Children and Family Act 2014
- Equal opportunities

**Skills and abilities**

- Good IT skills including word processing, data inputting and email
- Excellent communication skills, written and verbal
- Able to work as part of a team as well as working on own initiative
- Excellent organisational skills

**Special Conditions**

Willingness to undertake any required additional training.

Date prepared/revised	26/02/24
Prepared/revised by	Senior Family Information Officer

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.