

**Job Description**

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| **Department** | **Children’s** |
| **Job Title** | **START WELL SERVICE DEVELOPMENT officer (Early Years and Childcare expansion)** |
| **Grade** | G |
| **Primary Purpose of Job** | To assist in the planning, development and testing of new and existing early years entitlements and wraparound provision, transformation and possible expansion which strengthen the current early years and childcare offer; and to improve and maximise communication channels for children and families and early years and childcare providers, schools and other relevant partners.  |
| **Reporting To** | Start Well: Early Years and Childcare Adviser |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | To provide comprehensive wraparound service development support including the development of business cases, stakeholder management support , project planning and controls, up until and including implementation on a range of early years and childcare projects to ensure performance targets are achieved.  |
| **2** | In conjunction with colleagues, other council departments and partners, to develop strategies and implementation plans to target activities to develop and test new policy and approaches (linked to the Childcare expansion 2024-2026 ). |
| **3** | To maintain relationships with early years and childcare providers, including schools, to ensure that the services that are developed address need, make best use of resources and achieve our strategic and contractual targets. |
| **4** | To work with both internal and external partners in order to gather intelligence related to the project |
| **5** | To provide comprehensive business development links to the sector and explore business support opportunities to support their sustainable business model. |
| **6** | To work with officers across the council to identify, devise and deliver relevant and timely programmes, courses and consultancies for early years and childcare providers and schools in line with their requirements linked to the project |
| **7** | To support the delivery of workshops and engagement sessions for education and childcare providers and other agencies to assist in successful implementation;to follow up on providers expressions of interest to expand their provision, undertaking development and monitoring visits  |
| **8** | To fully understand the management information systems used to record and assess relevant data and to ensure information is entered accurately and within given deadlines in order to meet monitoring and contractual requirements. |
| **9** | To keep accurate records and provide timely reports on performance, take up of services and finance as required. |
| **10** | To generate original copy targeted at staff, providers, parents and partners on service developments, early years and childcare policy, campaigns, and services including developing and managing social media, website, digital mailings and SharePoint. |
| **11** | To co-ordinate and support the production of information and linked professional development and training and materials, ensuring timely distribution to providers and publication via agreed platforms. |
| **12** | To develop and maintain effective working relationships with internal departments and external partners where their activity may enhance our service delivery. |
| **13** | To attend local, regional and national meetings and dissemination events to support development and delivery of project proposals, and contribute to regional learning events. |
| **14** | To carry out other duties as may be necessary for the efficient and effective operation of the service, displaying at all times an open minded and flexible attitude to the continually changing environment and service demands. |
| **15** | To organise and deliver activity that will support engagement and consultation with parents and providers. |
| **Date Job Description prepared/updated:** | **November 2023** |
| **Job Description prepared by:** | **Laura Wright** |

**Person Specification**

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| **Department** | **Chidlrens** |
| **Job Title** | **Development officer** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Excellent understanding of the current context children’s services works within. | Application Form/Interview |
| 2. | Knowledge of external funding mechanisms and requirements, including grants, trusts and Council services. | Application Form/Interview |
| 3. | Knowledge of financial monitoring procedures and systems and secure in making financial projections and backing these up with detailed information. | Application Form/Interview |
| 4. | The ability to communicate effectively and develop and maintain effective working relationships with stakeholders at all levels, specifically senior managers and partners. | Application Form/Interview |
| 5. | The ability to work as part of a team of professional officers. | Application Form/Interview |
| 6. | Highly self-motivated and the ability to work on one’s own initiative with minimal supervision, to prioritise own workload to deliver on agreed deadlines. | Application Form/Interview |
| 7. | Ability to present information effectively using a range of media including excellent copywriting, use of grammar and presentation skills. | Application Form/Interview/ Assessment |
| 8. | Ability to think strategically, research and analyse complex issues and develop a range of solutions. | Application Form/Interview |
| 9. | An ability to organise and manage projects successfully from inception to completion. | Application Form/Interview |
| 10. | Detailed understanding of business planning, performance management principles and approaches. | Application Form/Interview |
| 11. | Knowledge of effective project management tools and techniques to schedule, plan, track and correct programme/project performance. | Application Form/Interview/ Assessment |
| 12. | An ability to use the suite of Microsoft products including Word, Excel, PowerPoint, and a range of internet based packages. | Application Form/Interview |
| 13. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of contributing to managing change and achieving ‘buy in’ within public sector organisations. | Application Form/Interview |
| 2. | Proven experience of successfully supporting a series of projects. | Application Form/Interview |
| 3. | Experience of business development and marketing of traded services in a multi-stakeholder environment to enable service sustainability and growth. | Application Form/Interview |
| 4. | Proven experience of day-to-day management of websites and other social media channels, in particular creating useful and usable customer focused content. | Application Form/Interview/ Assessment |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.  | Interview  |
| 4. | Ability to travel in order to attend meetings, seminars and conferences locally. |  |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Experience of successful bid-writing and securing investment from external agencies. |  |
| 2. | Experienced in the use of Adobe Photoshop or other graphic design packages. |  |
| **2. Experience/Qualifications/Training etc** |
| 1. | Relevant qualification in project management (e.g. Prince 2 Practitioner); or marketing and communications (e.g. Chartered Institute of Marketing Diploma). |  |

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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





