



## **JOB DESCRIPTION**

**JOB TITLE:** Family Information Service (FIS) Advice Officer

**DEPARTMENT:** Early Years Service  
Access and Inclusion – Children, Families and Wellbeing

**GRADE:** Band 3

**DIRECTLY RESPONSIBLE TO:** Senior Childcare, Sufficiency and Information Officer

### **Main Purpose of the Job:**

Provide impartial information and advice to parents, families, carers, childcare providers, schools, agencies and members of the public on a range of subjects including; 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.

### **Main Duties:**

1. Provide impartial information and advice on a range of subjects including; childcare funding, events and activities, childcare options and services for children and families through, telephone, e-mail and other forms of communication.
2. Respond to enquiries and provide information through FIS social media channels such as Facebook and Twitter.
3. Operate and interrogate the service directory database and other information systems, writing queries and producing reports to ensure information is kept up to date and accurate.
4. Research seasonal and holiday activities and events and promote them on the Trafford Directory.
5. Establish and maintain good relationships with early education providers, council departments and other service users to promote and monitor registration on the Trafford Directory.
6. 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.

7. Provide general administrative support to the wider Early Years Service, e.g. organising venues, processing early education applications, raising purchase orders, operating the cash receipting and petty cash systems.
8. To type reports, minutes, letters, forms and other written documents as required.
9. Establish and maintain a good working relationship with Ofsted, act as the first point of contact for telephone and email enquires. 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.
10. Co-ordinate the production of e-bulletins such as the fortnightly "In The Loop" newsletter for childcare providers, gathering articles, editing and organising the distribution.
11. Assist in the design and production of in-house information materials including leaflets, posters and booklets and to provide marketing support to projects, events and activities.
12. Contribute to the ongoing development of the FIS and associated systems to ensure the service meets the needs of customers.
13. Assist with the monitoring and evaluation of the FIS in measuring hits, performance and quality of information.
14. Attend local and regional FIS and Early Years meetings and training events as necessary to ensure knowledge is kept up to date and relevant.
15. Promote and apply equal opportunities in all aspects of work.
16. Undertake other duties and responsibilities required by the Early Years Commissioning Manager which are commensurate with the grade of the post.

### **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.

**Confidentiality**

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.

**Multi-agency Working**

The Children and Young People's Service is currently undergoing major strategic and operational change as part of the 'Every Child matters' Agenda to improve outcomes for Children and Young People. This requires multi-agency working with partner organisations in order to deliver a more integrated service. As a result of this the nature of individual jobs may change. Existing duties may be lost and other duties gained without changing the level of responsibility entailed. Post-holders will be consulted at the appropriate time should changes to an individuals post be necessary.

**Children & Young People's Service is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

## **PERSON SPECIFICATION**

**JOB TITLE:** FIS Advice Officer

**DEPARTMENT:** Early Years Commissioning  
Education Standards – Children, Families and Wellbeing

**GRADE:** Band 3

**STAGE ONE:** Disabled candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
<b>1. Qualifications/Training etc.</b>	
Numeracy and literacy skills equivalent to GCSE English and Maths (Grade A-C)	A, C
Level 3 Advice & Guidance Qualification	A,C
<b>2. Experience</b>	
Considerable experience of working in an administrative role	A, I
Experience of working in an advice and guidance role	A, I
Experience of dealing with the public	A,I
Experience of meeting deadlines	A,I
Experience of using databases and online systems	A,T
<b>3. Knowledge</b>	
Knowledge of children and family information services	A,I
Childcare Act 2006 and 2016	A,I
Children and Family Act 2014	A,I
Understanding of equal opportunities	A,I
<b>4. Skills &amp; Abilities</b>	
Good IT skills including word processing, data inputting and email	A,T
Excellent communication skills, written and verbal	A,I
Ability to work as part of a team	A,I

Ability to work on own initiative	A,I
Excellent organisational skills	A,I
<b>5. Special working requirements</b>	
Willingness to undertake any additional training	A
Willingness to work in a smoke free environment	A

**STAGE TWO: Will only be used in the event of a large number of applicants meeting the minimum essential requirements**

<b>ADDITIONAL REQUIREMENTS</b>	<b>METHOD OF ASSESSMENT *</b>
<b>1. Qualifications/Training etc.</b>	
Relevant administration qualification	A,C
<b>2. Experience</b>	
Experience of inter-agency working	A,I
<b>3. Knowledge</b>	
Understanding of children and young people's services	A
<b>Special Working Requirements</b>	
Willingness to work evenings and weekends as required	A

**\* Method of Assessment**

**A** = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,  
**P** = Presentation, **T** = Test, **AC** = Assessment centre