

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Children's Services

Job Ref Number: 03556

Service Area: Early Years and Childcare Support

Grade: G4

Job Title: Support Officer (Early Years Entitlements)

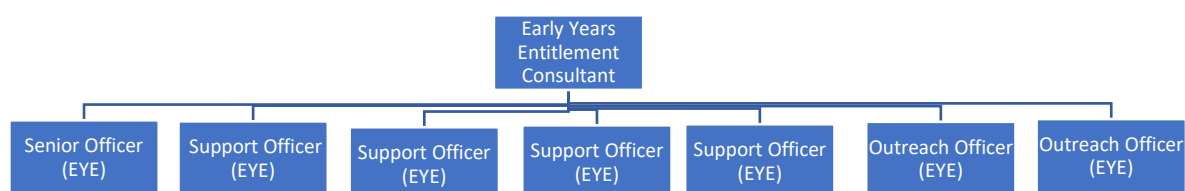
PURPOSE OF JOB:

To provide administrative support to the Early Years Entitlements (EYE) team, specifically relating to the delivery of the early years entitlements for children from 9 months to school age. Processing referrals and uploading data into systems for claims payment, census collection and auditing purposes, running queries and verifying information.

To conduct compliance auditing with early years providers to ensure compliance with the EYE funding requirements across the county as directed by the Early Years Entitlement Consultant (EYE). Writing reports to support the findings of the EYE delivery in settings.

To support other general administrative and clerical duties as requested, including report writing and contributing to overall running records for early years providers.

TEAM STRUCTURE: Early Years Entitlement Team



MAIN DUTIES:

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| 1 | To process accurate data and produce reports based on Early Years Entitlements data to the Early Years Entitlement Consultant. |
| 2 | To conduct compliance audits with early years providers to ensure they are delivering funding within the statutory and local guidance. |
| 3 | To deal with provider queries relating to Early Years Entitlements. |
| 4 | Process referrals for Early Years Entitlements in line with Department for Education guidance and report concerns to Line Manager. |

5	To provide administrative and clerical support which include general filing, word processing, postal and photocopying duties.
6	To deal with telephone and email enquiries, receive visitors and arrange meetings for the team and minute taking as required.
7	To be responsible for general house-keeping in the office.
8	To provide cover for other members of the team as and when required and be part of the EYE team rota as directed.
9	To give information to providers, users and potential users of Early Years Entitlements Entitlement in relation to the parameters and criteria for funding.
10	To liaise with providers, external professionals and colleagues in order to coordinate funded childcare places. To establish and maintain positive working relationships with service users in order to resolve any arising issues with access.
11	To ensure the implementation of any new or revised procedures as directed by the Early Years Entitlement Consultant.
12	To ensure that information received is treated confidentially and appropriately recorded.
13	To contribute generally to the efficient operations of the wider Early Years & Childcare Support team including covering for colleagues in their absence when required to do so.

PERSON SPECIFICATION

Requirements	Where identified *	Essential	Desirable
The post holder would be expected to have 4 GCSE Grades A-C or equivalent including English. Demonstrate competency skills in MS Office, web and email applications.	A, I, T	√	
Good level of literacy and numeracy skills, interpersonal skills and ability to communicate well and be able to work as part of a busy team.	A, I	√	
Good level of IT skills necessary to operate the electronic aspect of the online data collection system and to update any documentation related to the entitlements.	A, I T	√	
Post holder is required to have a good level of knowledge relating to Early Years Entitlements and support the processes used for carrying out activities related to this delivery.	A, I		√

Tact and diplomacy are an essential requirement when engaging with potential providers of the entitlements, parents and/or carers and with external colleagues over the sensitivity of referrals.	A, I	√	
Ability to maintain robust data systems using electronic formats.	A, I	√	
Ability to communicate varied information effectively with internal and external clients via a variety of mediums (oral, written, presentation)	A, I,		√
Postholder is required to follow guidance to resolve arising queries and use creative skills to secure solutions to enquiries.	A, I		√
Good attention to detail for data cleansing and identifying errors in data	A, I T		√
Good presentation, written and verbal communication skills.	A, I	√	
Excellent interpersonal skills	A, I	√	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.