

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	FIS Officer	JEID	CO124
Salary Grade:	Scale G		
Team:	Family Information Service		
Service Area:	Customer Services		
Primary Location:	Saltisford Office Park, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	FIS Manager		
Responsible for:			

Role Purpose

To provide information, advice and guidance to Warwickshire families and professionals contacting the Family Information Service. Enquiries include information on the local offer (information for families with a child with Special Educational Needs or Disabilities SEND), contact advice for separated families, childcare, bullying, local activities and other services available for children, young people and their families.

To deliver the Family Information Service to specific audiences through the use of targeted outreach, working closely with partner agencies and community groups.

To ensure that all relevant information is kept up to date and accurate, maintaining high quality records regarding childcare and other family service providers.

To maximise the marketing opportunities to families, and professionals working with families in Warwickshire using social media and webpages

Role Responsibilities

1. Provide high quality information, advice and guidance by telephone, email, online and face to face to all enquirers on a rota basis. This includes:
 - a) Ensuring customer service standards are maintained, responding to all customers in a professional manner, including those who may be emotional or upset.
 - b) Creating bespoke responses for individual customers based on their needs and providing this in an appropriate format.
 - c) Signposting and referring customers to other services that may be able to offer further specialist information, advice and support.
 - d) Providing a detailed and timely response to a wide range of complex enquiries from families and professionals
 - e) Providing dynamic, timely and accurate responses in support of MASH and FIS Brokerage colleagues
2. Carry out childcare brokerage when needed; contacting childcare providers to assist in matching children to placements for urgent and complex cases.
3. Seek out services in the community that are suitable and relevant to children, young people and families in Warwickshire, and ensure the appropriate marketing of these services: webpages, social media, Warwickshire Directory.
4. Be responsible for updating the FIS Social Media campaigns, this includes being forward thinking and imaginative whilst adhering to WCC policies and procedures to increase interaction between FIS and it's customers.
5. Promote the delivery of the Warwickshire Directory, an online directory of services, by pro-actively supporting organisations to add their details and maintain them. Actively promote the use of the directory to new services and for use by families seeking local groups and activities.
6. Produce high quality records of all customers in line with data protection responsibilities, ensuring every contact is logged and appropriate data about customers is collected for monitoring purposes.
7. Maintain Servelec Synergy (in-house) database of childcare provider records, recording and processing information received daily from Ofsted and contacting childcare providers to update other details regularly. Ensure that information is accurate and up to date, including querying any discrepancies and actively checking for errors.
8. Manage the database in order to produce reports, this includes being able to extract and test data, and modify fields.
9. Coordinate and deliver a targeted outreach service across Warwickshire. This may involve occasional weekend and evening work at promotional events e.g. Children and Family Centres, cultural events, job centre plus, and staff briefings in schools, medical centres etc.
10. Ensure 'information points' are monitored and up-dated to ensure effectiveness, and adapt to local need
11. Seek out services in the community, that are suitable and relevant to children, young people and

families, and support organisations to include and update their records on Warwickshire Directory

12. Deal with any concerns or complaints, including child protection issues promptly and effectively and notify the appropriate manager or service.

13. Represent FIS at team meetings and events, which may include giving presentations informally or formally, and provide feedback to the rest of the team.

14. Undertake administrative duties related to the post; filing and archiving service provider records, ensuring post and e-mails are dealt with in a timely fashion and monitoring stocks of hard copy information.

13. Contribute to the organisation's responsibility to safeguard and promote the welfare of children and young people, and display commitment to the protection and safeguarding of children and young people.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Educated to 'A' Level standard or equivalent experience	A, D
Knowledge of the Childcare Act 2006 and the local authorities' duty to provide information to the public on childcare and related services.	A, I, P
Ability to communicate and provide information clearly and effectively on the telephone, in person and in writing to a range of people from different backgrounds.	A, I
Ability to work with families experiencing difficult circumstances, understanding their needs and ensuring they receive the information they need.	A, I, P
Experience of working with the public/customer service including an understanding of and commitment to customer care.	A, I
Competent computer user. Working knowledge of Microsoft Word packages and a working knowledge of databases.	A, I
Proficient at internet research, online communication, including email and social media. Good organisaitonal skills and the ability to manage time and prioritise work in an effective and productive way	A, I
Experience of working as part of a team and across organisations and departments.	A, I
Flexibility and adaptability, ability to handle sudden and unexpected situations in a calm manner, including a flexible approach to working hours.	A, P

Ability to work calmly and accurately under pressure without close supervision	
Understanding of the range of subjects a family may seek information about and the services which may be available to support them. For example housing, finance, safeguarding, education and special educational needs enquiries.	A, I
Ability to maintain confidentiality and an awareness of information governance protocols and the responsibility to protect personally identifiable information under the General Data Protection Regulation (GDPR)	A, I
Display a commitment to the protection and safeguarding of children and young people.	
Access to the use of a vehicle with business insurance and ability to travel effectively around the county and set up promotional materials at events.	A, I

Desirable Criteria

Assessed By:

NVQ3 in Information Advice and Guidance or Customer Service	A, D
Outreach experience	A, I
Knowledge of the Warwickshire geographical area	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving

people (including pupils) or objects	own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	