

Job Description

Section A: Job Profile

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

Job Details

Job Title:	Information Officer
Salary:	£34,434 - £37,280
Grade:	Grade 9
Hours:	37
Team:	Sufficiency and Access Early Years and Childcare
Service Area:	Children, Education and Families
Primary Location:	County Hall, Oxford OX1 1ND. <i>Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process</i>
Budget responsibility:	None
Responsible to:	Sufficiency and Access Team Leader
Responsible for:	None
Political Restricted Post:	Not restricted post

Job Purpose

Contribute to the local authority delivering its childcare and early education statutory duties (Childcare Act, 2006, particularly sections 6, 7, 12 and 13) through supporting the work in the following areas:-

1. By delivering information, advice and assistance to parents, carers and professionals working with children and young people through various appropriate means.
2. By researching, collecting and updating a range of family information using databases and paper based information systems.

This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies

Job Responsibilities

1. To respond to enquiries from parents, carers young people and professionals in order to:
 - provide confidential and impartial information and support
 - identify children's/ families' needs and identify services (such as potential childcare, early education or play) which meets the families' and children's needs.
2. To maintain and update accurate, high quality information on childcare, early years provision and other services of benefit to parents, prospective parents, children or young persons in Oxfordshire. Use this information to support the Family Information Services' role in responding to enquiries.
3. To work with other partners and professionals to promote the availability of the Family Information Service and identify families who may need to access it.
4. To attend outreach events and work closely with the local community.
5. To support the production, publication and distribution of relevant Family Information Service media.
6. To work within OCC policies on impartiality, confidentiality and information management.
7. To represent the Family Information Service at meetings as required.
8. To contribute to the work of the team, including managing peak workloads such as high levels of brokerage, and participate in relevant team meetings.
9. To undertake other duties as requested by the Service Manager.

SPECIFIC DUTIES

1. To deliver a brokerage service for parents in particular need, liaising directly with providers and professionals where appropriate & required.
2. Where required, to work with families, professionals and providers in the provision of a brokerage service in order to:
 - work in detail with families to identify their particular need for information or support;
 - identify what providers can offer in order to meet a particular family's needs;
 - liaise between families and providers to identify any additional actions required to meet families' needs;
 - as appropriate, refer families or providers on to other professionals in order to access other sources of help and support
3. Encourage the take up of 2 year old entitlement places by supporting parents and professionals complete the application process and providing information about suitable places.
4. Carry out early intervention tasks related to 2 year old entitlement, attending outreach events across the county working with the local community.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
5 GCSE Grade C or above / or equivalent	I, D
Full driving licence and access to a vehicle	A,D
Experience of handling information on databases including collection, retrieval and analysis	I, A
Demonstrate an awareness of customer needs and provide excellent customer service.	I, A
Confident and experienced ICT user	I, A
Ability to record detailed information and enter it correctly onto the database.	I, A, T
Able to formulate written material in an accurate and grammatical manner.	I, A
Active Communication – actively consults and supports the flow of communication through the organisation	I, A
Decision-making – makes clear decisions that take full account of customers' needs and service priorities	I, A

Customer focus – retains responsibility for high levels of external and internal customer service through active feedback and a strong understanding of diverse customers.	I, A
Strong communication and interpersonal skills	I, A
Well organised and with the ability to manage time and competing priorities effectively	I, A
Ability to be tactful, sensitive and ensure confidentiality, where appropriate	I, A
Able to work successfully as part of a team and independently, acting on own initiative with minimal supervision.	I, A
Desirable Criteria	Assessed By:
Knowledge of early learning & childcare provision and of a wider range of services for children, young people & families	I, A,
Experience of maintaining data in large databases and interrogating database systems for information	I, A
Experience of delivering information and advice via telephone, email and face-to-face	I, A

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

☐	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	☐	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
☐	Enhanced Disclosure and Barring Service check with Children's Barred List	☐	Enhanced Disclosure and Barring Service check with Adults Barred List
☐	Standard Disclosure and Barring Service check	☒	Basic Disclosure
☐	Disqualification for Caring for Children (Education)	☐	Overseas Criminal Record Checks
☐	Prohibition from Teaching	☐	Professional Registration
☐	Non police personnel vetting	☐	Disqualification from Caring
☐	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

☐	Provision of personal care on a regular basis	☐	Driving HGV or LGV for work
☐	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
☐	Working at height/ using ladders on a regular/ repetitive basis	☐	Restricted postural change – prolonged sitting
☐	Lone working on a regular basis	☐	Restricted postural change – prolonged standing
☐	Night work	☐	Regular/repetitive bending/ squatting/ kneeling/crouching
☐	Rotating shift work	☐	Manual cleaning/ domestic duties
☐	Working on/ or near a road	☐	Regular work outdoors
☒	Significant use of computers (display screen equipment)	☐	Work with vulnerable children or vulnerable adults
☐	Undertaking repetitive tasks	☐	Working with challenging behaviours
☐	Continual telephone use (call centres)	☐	Regular work with skin irritants/ allergens
☐	Work requiring hearing protection (exposure to noise above action levels)	☐	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐	Work requiring respirators or masks	☐	Work with vibrating tools/ machinery
☐	Work involving food handling	☐	Work with waste, refuse
☐	Potential exposure to blood or bodily fluids	☒	Face-to-face contact with members of the public
☐	Other (please specify):		