EARLY YEARS ALLIANCE
50 FEATHERSTONE STREET LONDON EC1Y 8RT

Registered as an Educational Charity

JOB DESCRIPTION

JOB TITLE: **LEAD FAMILY SUPPORT EDUCATOR**

BASED: **VISIONS CHILDREN'S CENTRE, RUTLAND**

DEPARTMENT: **EAST ANGLIA SERVICE HUB**

RESPONSIBLE TO: **EARLY YEARS DEVELOPMENT OFFICER**

RESPONSIBLE FOR: **FAMILY SUPPORT EDUCATORS**

JOB PURPOSE: To provide leadership and management to Alliance Family Support staff and deliver high quality early years sessions to improve the life chances of children age 0 to 5 years. To promote and support parents in their child's learning and development.

SAFEGUARDING REQUIREMENT:

The Early Years Alliance is committed to safeguard and promote the welfare of children and young people. It is a requirement of all staff that they share this commitment and follow the prescribed policy and procedures to continuously promote a culture of safeguarding across the whole organisation.

MAIN DUTIES:

1. To provide leadership and management of Family Support Educators as directed by the Early Years Development Officer by ensuring appropriate performance management takes place. This will include, but not be limited to, carrying out: induction; probation supervision and SMART target setting.
2. To contribute and support the Early Years Development Officer, ensuring the Children's Centre service delivery and any other commissioned projects is of high quality, and contract measures and targets are met in the relevant quadrant.
3. Plan and deliver high quality focused and universal sessions in Rutland Children's Centres and local outreach venues. To evaluate all sessions and activities to encourage the engagement of parents in their children's learning, development and wellbeing, and that children are supported to reach a good level of development.
4. To track and plan meeting EYFS and Ofsted standards, and support parents of children attending sessions who are vulnerable or who meet key priority targets of the Children's Centre quadrant.

5. Ensure a welcoming environment and maintain equipment and other resources as directed by senior staff following Public Health guidelines.

6. To signpost and support families to access 2 year and 3 year funding entitlement.

7. To provide accurate information by phone, email, in writing, and in person to the families and professionals who contact the Children's Centre group. Taking a multi-partnership working approach with vulnerable families, health, social care teams and other professionals.

8. To complete and maintain accurate records to meet deadlines, provide data and information to support the completion of monthly and quarterly performance reports.

9. To contribute to the quarterly monitoring report, giving feedback at meetings.

10. To understand and comply with the Early Years Alliance and Rutland County Council Children's Services policies and procedures. This includes complying with health and safety and child protection procedures in a manner that promotes equality of opportunity and access, and fosters anti-discriminatory practice.

11. To carry out all duties and responsibilities in compliance with the policies and procedures of the Rutland Safeguarding Children's Board.

12. To maintain confidentiality and keep accurate up to date records within data protection guidelines.

13. To demonstrate an understanding of the application of the Alliance's Core Management Competencies.

14. To attend national, divisional, local and other meetings as directed and required.

15. To ensure that line managed staff are contributing towards the realisation of the Charity's strategic and operational plan and targets, and the requirements of the relevant contracts.

16. To promote the aims and objectives of the Early Years Alliance.

GENERAL DUTIES:

1. To attend in-service training as directed and required.

2. To promote the work and raise the profile of the Early Years Alliance within Rutland.

3. To perform any other duties as deemed necessary.

EQUALITIES:

The post-holder must be aware of and respect difference and ensure that children have equality of access to opportunities to learn and develop. S/he must have an understanding of and commitment to equality of opportunity and anti-racism issues.

POLICIES AND PROCEDURES:

The post-holder must be aware of and comply with all the charity's policies and procedures including those relating to: bribery and corruption, child protection,

confidentiality, data protection, health and safety, security and signing agreement and contracts and financial.

This job description is not an exhaustive list of duties and you will also be required to carry out any other duties which may reasonably be required of you in accordance with the needs of the Early Years Alliance. You are also required to be flexible and adaptable with respect to your role.

PERSON SPECIFICATION:

Essential Criteria

1. NVQ 3 Early Years Care and Education or equivalent qualification, or a health and social care degree level with relevant early years and childcare modules, or Early years Teacher Status.
2. Proven experience of line managing employees and ability to demonstrate good management practices.
3. Proven effective communication skills: able to communicate effectively in person and in writing with volunteers, staff, early years settings, and external bodies and organisations.
4. Experience of successful multi-agency working approach with professionals, early help teams, social care teams and other early years settings.
5. Previous experience of working with and supporting vulnerable families with children aged 0 to 5 years.
6. Knowledge of the aims, objectives and ethos of Children's Centres and other national developments of services for children aged 0-5 years.
7. Ability to lead and motivate others and work as part of a team.
8. Good IT skills, including use of Microsoft Word, Office, internet and email.
9. Knowledge and understanding of early years and childcare tracking systems.
10. Excellent organisational skills, ability to prioritise workload and work to agreed and tight deadlines.
11. Commitment to Early Years Alliance aims and strategic objectives.
12. Understanding and commitment to equal opportunities, inclusion and diversity.
13. Willingness and commitment to undertake further training.
14. Willingness to work flexibly across the week, including some weekends, to meet the needs of Children's Centres service delivery.
15. Able to demonstrate an understanding of the application of the Alliance's Core Management Competencies and performance standards and values.
16. Ability to travel to delivery sites across Rutland.

Core management competencies - Please refer to Appendix 1 for details of the core management competencies that managers are expected to work to.

- Leadership
- Managing people
- Managing teams
- Communication
- Customer awareness
- Problem solving
- Planning and resource management
- Taking care of yourself

Desirable Criteria

1. Solihull, Triple P and/or other recognized parenting programmes.
2. PEEP Learning Together.
3. Baby Massage trained.
4. Level 3 Safeguarding qualification.
5. Fluent in multiple languages.
6. Knowledge or experience of the voluntary sector.

TERMS AND CONDITIONS:

Salary: £20,267.20 per annum (FTE £26,768)

Hours: 25 per week / 52 weeks per year

Mileage Allowances: 40p per mile from Children's Centre base

Annual Leave: 25 days plus 8 bank holidays pro rata

This post is exempt from the Rehabilitation of Offenders Act (1974) and does require a Disclosure and Barring Service check. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them. The level of this check is enhanced.

Pension: The table below shows what the base contributions are, and the dates they will rise. You can also choose to give more than the minimum amount should you wish.

Date effective	Employer minimum contribution	Employee minimum contribution	Total minimum contribution
6 April 2019 onwards	3%	5%	8%

JOB DESCRIPTION SIGN OFF

Date issued by Manager:

Name:

Signature:

I confirm that I have received a copy of this job description and have had any questions about it answered.

Name of post holder:

Signature:

Date:

Appendix 1

Core Management Competencies

Leadership

- Has a good understanding of the charity's vision and strategy and inputs effectively into the operational plan fortheir team/department/DSP/Business Hub.
- Thinks strategically and clearly relates goals and actions to the strategic aims of the charity.
- Communicates the need for quality and continuous improvement and influences good practice through own example.
- Inspires people to deliver results, high standards and setsclear objectives for self and the team, taking appropriate and timely action to ensure targets are achieved.
- Creates and supports a culture of creativity, innovation and critical thinking throughout all activities and employees within areas of responsibility.
- Manages change effectively and clearly communicates the need for it to the team, providing them with support toeffect it.
- Understands the need to safeguard all children in the context of his/her role and ensures the team understand safeguarding responsibilities relevant to their roles.

Managing people

- Is effective at recruiting, developing and motivating adiverse range of people.
- Clearly informs employees of their tasks and responsibilities, ensuring employees understand andwork in line with the charity's policies and procedures.
- Holds regular one to one meetings, sets and monitors S.M.A.R.T objectives and gives constructive feedback designed to improve future performance.
- Delegates effectively and adopts a management stylewhich encourages trust, collaboration, commitment and enthusiasm in order to gain high levels of performance from all employees.
- Encourages and stimulates others to make the best use of their talents to develop further using coaching techniques.
- Acknowledges and records achievements; gives praise where appropriate.
- Adapts his/her management style as the situation necessitates.
- Supports staff to achieve a good work/life balance which includes regular breaks, the opportunity to disconnect and to participate in enjoyable activities.
- Offers support to enable staff to take care of themselves, both physically and mentally.

Managing teams

- Knows the team's strengths and abilities and makes bestuse of the talents of employees.
- Supports the development of his/her team through regulardiscussion and team meetings which encourage two-waycommunication and sharing of ideas and expectations.
- Deals effectively and openly with negative issues and conflict and builds a team which has respect and consideration for each other's role.
- Coaches and motivates the team to strive towards contributing to the achievement of the strategic plan.
- Fully involves team in forthcoming issues so that individuals and team goals can

be anticipated and planned together.
- Ensures that his/her team works in collaboration withother teams across the charity.
- Creates a learning and supportive environment.

Communication

- Communicates in a variety of ways with people at all levels and adopts a communication methodappropriate for the listener or audience.
- Actively listens, asks questions, clarifies points and establishes a mutual understanding.
- Presents information clearly, concisely andconfidently to individuals and groups.
- Communicates complex ideas, problems and difficultmessages in ways that promote understanding.
- Uses excellent communication skills to negotiate, influence and persuade others.
- Is aware of non-verbal communication in self and others.
- Makes full use of IT to communicate effectively and uses social medial responsibly, in line with the charity's policies and procedures.

Customer awareness (internal and external service users)

- Understands the environment in which the charityoperates and the impact on its customers.
- Understands the diverse needs of customers that use our services and proactively strives to provide a service that is flexible and responsive to their changing needs.
- Uses feedback mechanisms to evaluate and review services to consistently deliver a high quality service.
- Strives to produce real improvements in the way services are delivered to customers.
- Creates and maintains meaningful relationships and understands collaborative and partnership working.
- Deals with the concerns of customers in an appropriate manner, in line with Charity's policies and procedures.
- Is mindful of professional boundaries when interacting with customers.

Problem solving

- Identifies and acknowledges problems and critical issues in a timely manner.
- Analyses relevant data and information and testsassumptions in order to deliver the best solutions whilst keeping a clear focus on key issues and goals.
- Anticipates and reviews problems in order to ensure contingency plans are in place.
- Collaborates with others in order to draw on their expertise to achieve best possible outcomes.
- Makes decisions that minimise organisationalfinancial loss, loss of reputation or legal challenges.

Planning and resource management

- Effectively manages self.
- Being proactive in seeking out new initiatives whichdeliver desired outcomes.

- Demonstrates sound knowledge of financial managementand business planning.
- Obtains and allocates resources sufficient to meetobjectives and manages resources and skills well.
- Produces effective plans that have clear priorities, realistic milestones, sound review mechanisms and takes into account all available information.

Taking Care of Yourself

- Manages work/life balance and can disconnectoutside of work time.
- Builds in physical activity, and fresh air wherepossible, into daily routine.
- Recognises that it is important to take regular breaks to maintain mental wellbeing.
- Acknowledges, and is open and honest around needsfor workplace support and flexibility; considers the needs of others.
- Demonstrates resilience when managing personalchallenges and seeks help when necessary.
- Takes time to do something enjoyable every week.