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| **Job Description** |
| **Post title** | Families Information Service and Children’s Network Officer |
| **JE Reference No** | N9552 |
| **Grade** | Grade 6 |
| **Service** | Children and Young People’s Services |
| **Service Area** | CYPS Operational Support, CYPS Systems and Data Team |
| **Reporting to** | The post holder will be accountable to the Systems Training and Implementation Officer. |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To co-ordinate an effective service in respect of the Family Information Service and the Children’s Network for Children and Young People’s Services, as well as providing system user support in relation to other CYPS systems

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Support the FIS and Children’s Network digital databases and websites through the development of the structure, content and tagging of records.
* Check for duplicates, deleting obsolete or updating existing records as appropriate.
* Supporting audits to maintain the accuracy of the information held.
* Develop and run reports to support the performance of the database, website and the service.
* Ensure the information on the databases and website is written in plain English, is of a quality standard and is in accordance with the DCC ‘writing for the web’ principles.
* Co-ordinate an effective FIS by ensuring all necessary tasks are undertaken within timescales such as updating the Oftsed feed, answering telephone calls, emails, updating the events feed and news pages.
* Contribute to building and maintaining relationships with service providers through meetings, attendance at events, email, web engagement, telephone and postal communications.
* Report system faults as they arise.
* Take part in consultation activity with service users during system reviews.
* Research to identify any gaps in information.
* Work with relevant staff to co-ordinate an effective service.
* Assist with activities in relation to research and market testing with a broad range of stakeholders, including service users and frontline staff.
* Quality assure the digital content.
* Monitor statistical/analytical data.
* Create management reports as required.
* Ensure the content of the CYPN newsletter is gathered and once approved emailed to members of the network.
* Committed to continuous professional development.
* To provide telephone and help desk support in relation to CYPS Systems
* To deliver follow up support sessions for CYPS systems users
* To support system admin functions associated with CYPS systems, including but not limited to creating/amending system user access, password resets etc.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 in Business Administration or equivalent qualification in a relevant discipline.
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| Experience | * Proven experience in a large and diverse organisation.
* Experience of working within a communication environment.
* Experience of working with digital databases.
* Quality assurance of systems and processes.
* IT systems including Microsoft Office.
 | * Working or consulting with children and young people.
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| Skills & Knowledge | * Ability to work to deadlines.
* Good attention to detail.
* Copywriting.
* Proof reading.
* Good inter-personal skills.
* Ability to use initiative and plan work effectively.
* A strong understanding of the principles for effective display of information.
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| Personal Qualities | * Commitment to professional development of self and others.
* Enthusiastic, driven and thorough.
* High personal standards.
* Ability to respond to change.
* Flexible approach to working arrangements to meet the demands of the post.
* Positive attitude to customer care.
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