

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8PE</b>	<b>Role Title</b>	<b>Family Information Service Outreach Officer</b>
<b>Grade</b>	S8	<b>Reports to (role title)</b>	<b>Family Information Service Manager</b>
		<b>Directorate</b>	<b>Children's Schools and Families</b>
<b>JE Band</b>	269-313	<b>Service</b>	<b>Early Years and Childcare</b>
		<b>Team</b>	<b>Family Information Service</b>
		<b>Date Role Profile was created</b>	<b>Jul-16</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>Surrey Family Information Service aim to empower and enable all families in Surrey to access information and services in a timely way that is accessible to them. FIS Outreach ensure that the full range of FIS services are accessible to families who would not or could not access them otherwise. In the course of their work they also make a vital contribution to the maintenance and development of the broader service.</p> <p>To support these objectives the Outreach Officers will:</p> <ul style="list-style-type: none"> <li>• Target their work in order to reach vulnerable families by attending groups and events run by a variety of public, private and community organisations</li> <li>• Support colleagues, partners and professionals to know and understand the work of FIS and the tools available</li> <li>• Work collaboratively with partners where families need additional support</li> <li>• Develop a local knowledge and understanding of communities and services</li> <li>• Support the development and shaping of the service by engaging with partners including families</li> <li>• Broker services and childcare for families who require additional help</li> <li>• Respond to enquiries and requests from professionals, organisations and families</li> </ul>
<b>Work Context</b>	<p>The Outreach Officer will be working independently in the community, directly with families and professionals. They will need to research, plan and analyse what they do seeking to maximise their ability to reach the target audience. The majority of their time will be spent out of the office meeting with individuals and presenting to groups</p> <p>In order to deliver an Early Help Information and Advice Service and the SEND Local Offer the team work with public, private, voluntary, community and faith sector organisations as well as a number of internal and external partners.</p> <p>Surrey Family Information Service and SEND Local Offer supports the delivery of the following statutory duties:</p> <ul style="list-style-type: none"> <li>• Childcare Act 2006, section 12</li> <li>• Education Act, section 507b</li> <li>• Children Act 2004, sections 3 and 4</li> <li>• Children and Families Act 2014 Section 30</li> </ul>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A

<p><b>Representative Accountabilities</b></p>	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Contribute to the regular monitoring and review of services established to facilitate service improvement.</li> <li>• Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making.</li> <li>• Promote and manage the delivery of the service to meet the needs of the public.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan personal and/ or team resources to enable delivery of a quality service.</li> <li>• Lead small scale projects and reviews or support more complex projects and reviews to promote engagement within the service area.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Adhere to established processes and systems to monitor and review service delivery and achievement of agreed objectives.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Make recommendations for and manage work within the finance and resources allocated.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, the community and volunteers on operational issues and opportunities to share knowledge, raise awareness and ensure quality, integrated service delivery.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree level or Vocational Qualifications at level 4 and/or relevant professional qualification and specialist experience.</li> <li>• Sound knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area.</li> <li>• Customer focus and the ability to listen to and understand customer needs to provide appropriate services to a high standard.</li> <li>• Ability to manage a range of projects to completion.</li> <li>• Proven IT skills and able to use technology to be effective in the role.</li> <li>• Effective written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels.</li> <li>• Ability to prioritise and plan and make best use of personal resources in achieving performance objectives.</li> <li>• Ability to organise, develop and motivate a team of staff and apply relevant Council procedures and policies.</li> </ul>

<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• High level knowledge and understanding of the issues faced by families of 0-25 year olds in Surrey including in relation to Special Educational Needs and Disability (SEND), Early Help, early years, education, vulnerable families, mental and physical health and wellbeing.</li> <li>• Experience of working in an information advice and guidance service that provides a range of self service tools and supports individuals through an enquiry service.</li> <li>• Sound knowledge and understanding of relevant legislation including section 12 of the Childcare Act and section 4 of the Special Educational Needs and Disability code of practice: 0 to 25 years.</li> <li>• Proactive, analytical and evidence based approach to service development</li> <li>• Willing and able to work some unsocial hours including occasional evenings and weekends by arrangement.</li> <li>• Full driving license and use of a car or ability to use various means of transport to move around the county as required</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level may supervise a team providing a public facing service of facility. Alternatively, they may hold specialist knowledge used to provide a service involving complex equipment/resources to enable customers to access, examine and utilise assets, resources and information. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They engage with members of the public, customers or other agencies/ partners to review and promote service delivery and resolve problems. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>

Reason for Evaluation - please complete the appropriate Business Case below		
Reason	Guidance for Business Case	Business Case
<b>A - Creation of a new role</b>	Please provide context to the creation of this new role.	
<b>B - Creation of a new role as a result of a reorganisation</b>	Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken.	
<b>C - The profile has been reviewed to more accurately reflect the existing duties of the current role</b>	Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level.	The role has evolved over the years and now has a greater focus on targeted work in relation to SEND and Early Help. This needs to be adequately described in the profile so that it more accurately reflects the nature of the role and team. There is a greater focus on the work with professionals and organisations as well as with vulnerable families.
<b>Date new role profile has been agreed with the role holder</b> Reason C of the business case only		
<b>OM Number of the position</b> - Reason C of the business case		
<b>Current grade of the position</b> - Reason C of the business case		S8
<b>Manager's OM Number this role reports to</b> - Reasons A,B, C above		20051925

### Requesting manager's details

Manager's name	Manager's role title	Date request submitted to HR
Robert Morello	FIS Manager	

### To be completed and approved by an HR Advisor

HR Advisor to confirm that the role is at a correct level within the particular Job Family		
Position	Name	Date confirmed benchmarking to JE Coordinator
HR Advisor/Senior Advisor		
To be completed by JE Coordinator		
Reference Number		









