

Job Description

Job Title:	Early Years Support Officer (SEND)
Department	Early Years
Grade	Bexley 10
Management Group:	Children's Services
Section:	Early Years
Reports to:	Lead/ Early Years Adviser

Responsible for:

Not applicable

Functional links with:

Education, health, social services, independent and voluntary sectors.

Main purpose of the job:

- Support improvement in inclusive, high-quality, and affordable childcare and Early Education across all settings.
- Support provisions with the early identification of special educational needs and disabilities, including working with SENCOs to upskill the workforce and enhance practice.
- Monitor and support quality across the PVI sector, helping settings develop robust improvement strategies.
- Support professionals in providing appropriate childcare services to narrow the gap in outcomes for the most disadvantaged children.

Major Duties and responsibilities:

- To maintain a clear and thorough up-to-date understanding and knowledge of the statutory requirements for the Early Years Foundation Stage, including the Safeguarding and Welfare Requirements and related DfE local authority statutory guidance including an overview of early years entitlement funding and the Special Educational Needs and Disabilities Code of Practice.
- To advise potential new childcare providers and guide existing service providers to constantly improve inclusive practice and outcomes for all children, especially those with special educational needs and disabilities.

- To support the delivery of relevant and up-to-date information to members of the public, in relation to the services for children and their families, to enable them to make informed choices and to act as a broker or keyworker where necessary to help families access childcare and early education.
- To assist with the identification of training needs through the links made with schools and early years education and childcare providers, and to facilitate the delivery of appropriate training (which will occasionally be required on evenings or weekends) to required standards.
- To support the training, registration and business start-up of new childminders and other providers of childcare in Bexley, and to contribute to developing ongoing programmes of support to ensure high quality, inclusive services are available.
- To prepare and provide data analysis information for relevant managers, reflecting the ever-changing circumstances of Bexley's children and young people's service providers in both the private and voluntary sectors, when required.
- To complete the relevant returns for funding purposes and for management information, taking appropriate action to deal with potential variations.
- To update and monitor information and data accordingly, and to undertake any audit or analysis duty as required, taking appropriate action to ensure that agreed service standards are met.
- To quality assure existing childcare services by using Ofsted and EYFS (Early Years Foundation Stage) standards, performance measures and specified tools.

Resources

Laptop, data analysis tools, training materials, childcare provider records, government policies and guidance.

Job activities:

- To keep under review and develop the structures, procedures and working methods for which the post holder is responsible, to ensure an effective and efficient approach to the delivery of services.
- To ensure that working practices and processes are developed, that maximise the use of new technology to ensure efficient and effective delivery of services to residents.
- To continue to undertake professional development, ensuring knowledge is up to date.
- To deal promptly with all matters requiring the post holder's personal attention.
- To be fully aware of relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of professional skills and knowledge to satisfy the requirements of the post.
- To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in education, health, social services, independent and voluntary sectors.
- All staff working in the department have a responsibility for promoting and supporting the Council's policies and procedures for safeguarding. You should ensure that you carry out your duties and work at all times in a way that ensures the safeguarding and welfare of service users.

Signed by:

Postholder:

Date:

Line Manager:

Date:

Assistant /Deputy Director or Head of Service

Person Specification

Management Group: Children Services

Department/Section: Early Years

Job Title: Early Years Support Officer (SEND)

Education and Formal Training

Selection Criteria	Essential or Desirable	Method of Assessment (see key)
Relevant Advanced Professional Qualification (at Level 3 or above) e.g. childcare, education, social work.	E	A
Relevant Degree	D	A

Relevant Technical Experience, Knowledge & Skills/Abilities

Selection Criteria	Essential or Desirable	Method of Assessment
Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.	E	A/I
Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.	E	A/I
Ability to listen to customers and understand their needs.	E	A/I
Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.	E	A/I

Selection Criteria	Essential or Desirable	Method of Assessment
Strong knowledge of the Early Years Foundation Stage statutory requirements, including safeguarding, welfare, and SEND-specific requirements.	E	A/I
A clear and up-to-date understanding of the statutory Special Educational Needs and Disabilities Code of Practice.	E	A/I
Extensive experience of working in an early years environment.	E	A/I
Knowledge of different types of providers within the early years.	E	A/P/I
Experience of working with early years/childcare practitioners to improve inclusive practice.	E	A/P/I
Experience working in Early Years provision and delivering high-quality SEND practice.	E	A/I
Knowledge of the roles and responsibilities of partner agencies and the ability to work collaboratively with professionals across the early years sector, schools, and partner agencies.	E	A/I
Ability to develop and deliver training programmes.	E	A/P/I
Effective communicator (written and oral) with sound presentation skills.	E	A/P/I
Sufficient experience of using ICT packages e.g. Word, Excel to create accurate reports and analyse data at a high level.	E	A/I

Other Additional Requirements

Selection Criteria	Essential or Desirable	Method of Assessment
Enhanced DBS.	E	DBS
Willing to work occasional evenings/weekends.	E	A/I
Ability to travel around the Borough.	E	A/I

KEY:

I = Interview

PQ = Personality Questionnaire

DBS = Disclosure & Barring Service

A = Application Form

P = Presentation

DL = Driving Licence

AT = Ability Test

PE = Practical Exercise

Applicants will be assessed against these criteria and the following high performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands. I am prepared to take managed risk to achieve better outcomes. I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo.	I routinely look for innovative and cost-effective ways to improve performance and customer service. I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future. I take calculated risks based on available evidence and my professional judgement to learn and try new things.
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives. I am willing to take difficult decisions. My personal actions promote a positive image of Bexley.	I take responsibility for my service and for making things happen to make a difference to my service users. I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work. I inspire, lead and encourage staff to move forward.
Collaboration	I show respect for others and value contributions from internal and external partners and customers. I recognise the right solution, regardless of who initiated it. I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver.	I encourage the feeling that the team is a collective unit with shared goals. I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council. I network internally and externally.

Values	Behaviours for staff	Behaviours for managers
Listening & Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution. I prepare and present information anticipating questions and problems. I adapt my style to the audience and their needs, using the most appropriate communication channels.	I seek regular service user feedback and review customer data to shape service improvements. I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them. I empower staff to make decisions and changes to improve value for money, customer service and productivity.
Open & Accessible	I see issues from the customer / user perspective. I monitor customer feedback and level of satisfaction with the service they receive and use this to improve and pre-empt customer needs. I seek to build and maintain positive relationships with customers and partners.	I am accessible to my service users, customers, staff and Members. I communicate and share a clear vision for the bigger picture as well as specific service areas. I outline what is expected of individuals and their contribution to the whole and am consistent in my expectations.
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents. I take responsibility for making things happen and achieving my objectives. I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence.	I design services that provide value for money and deliver our outcomes, informed by evidence. I produce, prioritise and adapt plans to meet changing requirements. I set interim goals to achieve notable wins on the way to larger objectives. I deal with poor performance.

These HPI values should not be changed.