



# Role Profile

## SUPPORT OFFICER – INFORMATION SERVICES

Reference No.		Type	Individual
Service	Early Years Team		
Job Family		Grade	FC5

### Purpose

To provide high quality information services to families in Fife in relation to childcare, play and other family services and engaging with Fife's Children's Sector in relation to services available to children and families.

To provide and promote high quality care, play and learning opportunities to children and families in Fife, highlighting the work of Education & Children's Services Directorate and Early Years through joint working and creative collaboration across public, voluntary and independent sectors.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Providing support to all sections of Education and Children's Services Early Years Team in relation to marketing and promotion.

Maintaining and developing an effective web presence for providing information to families and professionals in relation to care, play and learning opportunities for children and families in Fife.

Providing effective administrative support services to the Practice Development Team and Education & Children's Services Early Years Team.

### Website/ Information Development

- Maintaining the National Information Service and local database in conjunction with family service providers

### Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E	D
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HNC in Office Administration/Business Studies or equivalent

✓	
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Experience of administration work in a busy office environment working to tight deadlines (Take Ownership – See How We Work Matters Framework)

✓	
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Experience in the use of all Microsoft Office Suite Applications (Embrace Technology & Information)

✓	
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Experience in developing and maintaining management information systems

✓	
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Team working skills (Working Together)

✓	
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<ul style="list-style-type: none"> <li>• Attending regular Network meetings and National Meetings to represent Fife's Early Years' service.</li> <li>• Liaising with Scottish Government and Network colleagues in relation to the Family Information system.</li> <li>• Acting as a first point of contact for parents / carers seeking childcare, play and family service information, including liaising with providers to gain feedback and maintaining a service which meets their needs.</li> <li>• Monitoring enquiries and promoting the Information Service, providing regular reports as may be required</li> <li>• Maintaining relevant websites such as the Information Service, FISH/FifeDirect pages, Fife Play Resource and social media platforms through collaboration with others as appropriate</li> </ul>	<p>Communication skills</p> <p>Ability to provide a regular and effective service (Deliver Results)</p>	<p>✓</p> <p>✓</p>	
<b>Marketing &amp; Promotion</b> <ul style="list-style-type: none"> <li>• Identifying target markets using a range of methods for media and promotion work in conjunction with the Practice Development Officer, supporting the preparation and delivery of a range of publicity materials for advertising and promotion.</li> <li>• Establishing strong links with service providers / agencies / organisations to explore opportunities for promotion of childcare, play &amp; family information</li> <li>• Representing Education and Children's Services Directorate at Recruitment Fairs, Community Events/ Exhibitions, Roadshows, Colleges, Open Days and other similar type events.</li> <li>• Preparing as needed presentations on behalf of staff and managers and on occasion deliver presentations to interested groups.</li> </ul>	<p>Ability to produce information in a variety of formats including web based pages</p> <p>Ability to use Fife Council bespoke software packages</p> <p>Knowledge of marketing and promotion techniques.</p> <p>Customer Care Skills (Focus on Customers)</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<b>Play Resource Administration</b> <ul style="list-style-type: none"> <li>• Developing, implementing and maintaining efficient office administration systems and procedures across all areas of activity.</li> </ul>			

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<ul style="list-style-type: none"> <li>• Providing support for the Practice Development Team by attending and participating in appropriate meetings.</li> <li>• Assisting in preparation of reports.</li> </ul>			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input checked="" type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

## Role Profile

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results