Role Profile

Job Title:	**Family Support BSIL Hub Access Officer**
Location:	**Silkstream Children's Centre – West Locality**
Department:	**Family Support**
Directorate:	**Family Services**
Grade:	**E**
Reports to:	**Best Start in Life BSIL Hub Business Manager**

1. Job Purpose:

Best Start in Life Family (BSIL) Hub Access Officers provide access, support, outreach and reception services within a BSIL Hub and support to the BSIL Hub Business Manager. The role is responsible for ensuring that services delivered in the BSIL Hub are effectively supported, monitored and focused to meet the needs of families with children 0 – 19 Years in a range of delivery venues.

2. Key accountabilities:

- Provide an efficient and welcoming access point for families accessing a range of Early Help services across the early help BSIL Hub, working as part of a team of staff providing support for effective service delivery.
- Provide effective administrative support to the BSIL Hub Business Manager, carrying out administrative duties as directed.
- Support the identification and registration of families with children 0-19 Years within the BSIL Hub, working alongside Practitioners to encourage and monitor access to provision to ensure that emerging needs are met at the earliest opportunity and access data is correctly recorded and up to date.
- Ensure that activities, access, and registration details are captured on EHM databases, supporting the Business Manager to collate data and ensure accurate recording.
- Support the identification, monitoring, and planning of eligible 2-year-olds for Early Learning for 2 year olds entitlement in the Early Help BSIL Hub and advise eligible families of next steps to ensure maximum take up and access to provision.
- Ensure that any families requiring additional support are flagged up with the BSIL Family Hub to maintain an effective link to more targeted support and providing continuity of intervention.
- Ensure that local families are given opportunities to become involved in the planning and delivery of services, particularly those in need of support.

- Support meeting and venue booking arrangements, providing administrative support for BSIL Hub staff, panel and advisory board meetings, taking responsibility for sending out invitations, compilation of packs, papers and minute-taking.

- Take responsibility for own role in child protection, parenting, health and safety and premises issues and other related functions to contribute to a co-ordinated team approach to child safety and well-being.

3. Health and Safety Responsibilities

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements.
- Complete mandatory health and safety training
- Follow safe systems of wok and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

4. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

5. Flexibility

- The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.

- This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

6. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Relevant administrative and/or secretarial qualifications are desirable as is relevant experience in a related environment.	Desirable	Application
Educated to Level 3, A-Level or equivalent by experience	Essential	Application
Experience & Knowledge		
Experience of working successfully in an administrative role	Essential	Application
Experience of effective public contact	Essential	Application/Interview
Experience of data collection, IT and monitoring processes	Essential	Application/Interview
Knowledge and understanding of early help services	Desirable	Application/Interview
An understanding of safeguarding in an early help delivery context	Desirable	Application/Interview
Skill & Ability		
Good level of practical skills in dealing with families and children in a supportive environment	Essential	Interview
Clear understanding of data collection systems and operation	Essential	Application/Interview
Ability to support data and administrative systems under direction	Essential	Interview
Ability to carry out clear processes which monitor and measure performance	Essential	Application/Interview
Skills in communicating effectively with members of the public	Essential	Interview

An understanding of partnership and multi-agency working and an ability to work well alongside colleagues with different roles and experiences	Essential	Application/Interview
An understanding of own role in supporting the operational requirements of a multi-disciplinary service	Essential	Interview
A general understanding of Ofsted inspection frameworks around early help service delivery	Essential	Interview
Ability to provide effective access to services across different delivery venues	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview

Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview