

## Role Profile

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|----------------------|--------------------------------|
| <b>Job Title:</b>    | <b>0-19 Hub Access Officer</b> |
| <b>Location:</b>     | <b>Various Offices</b>         |
| <b>Department:</b>   | <b>Early Help</b>              |
| <b>Directorate:</b>  | <b>Family Services</b>         |
| <b>Grade:</b>        | <b>E</b>                       |
| <b>Salary Range:</b> | <b>£33,012 - £34,488</b>       |
| <b>Reports to:</b>   | <b>Hub Business Manager</b>    |

### 1. Job Purpose:

0-19 Hub Access Officers provide access, support, outreach and reception services within an Early Help Hub and support to the Hub Business Manager. The role is responsible for ensuring that services delivered in the 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 hub, working as part of a team of staff providing support for effective service delivery.
- Provide effective administrative support to the Hub Business Manager, carrying out administrative duties as directed.
- Support the identification and registration of families with children 0-19 Years within the Hub, working alongside 0-19 Early Help 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 the CCM and 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 Free Early Education (FEE2) entitlement in the Early Help 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 0-19 Early Help staff 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 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 work and use devices/guards provided for safety.
- Wear/use personal protection equipment where 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 / Learning to Improve / Inclusive / Collaboration

### 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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|----------------------|--------------------------------|
| <b>Job Title</b>     | <b>0-19 Hub Access Officer</b> |
| <b>Location:</b>     | <b>Hybrid</b>                  |
| <b>Directorate:</b>  | <b>Family Services</b>         |
| <b>Grade:</b>        | <b>E</b>                       |
| <b>Salary Range:</b> | <b>£33,012 - £34,488</b>       |
| <b>Reports to:</b>   | <b>Hub Business Manager</b>    |

| <b>Criteria</b>                                                                                                             | <b>Essential/Desirable</b> | <b>Assessed by:</b>   |
|-----------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------|
| <b>Professional Membership/Qualification</b>                                                                                |                            |                       |
| Relevant administrative and/or secretarial qualifications are desirable as is relevant experience in a related environment. | Essential                  | Application           |
| Educated to Level 3, A-Level or equivalent by experience                                                                    | Essential                  | Application           |
| <b>Experience &amp; Knowledge</b>                                                                                           |                            |                       |
| 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/Desirable        | 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 |
| <b>Skill &amp; Ability</b>                                                                                                  |                            |                       |
| 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             |

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| 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             |
| <b>Values &amp; Behaviours</b>                                                                                                                                                                                                     |           |                       |
| <b>Caring</b>                                                                                                                                                                                                                      |           |                       |
| 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             |
| <b>Learning to Improve</b>                                                                                                                                                                                                         |           |                       |
| 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             |
| <b>Inclusive</b>                                                                                                                                                                                                                   |           |                       |
| 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                                                                                                                                                                                                                         |           |           |
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| 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 |