

Childminding Data and Information Co-ordinator

Service	Early Years and Childcare Service
Salary	TEP5
Reporting to	Lead Liaison and Communication Officer

Job purpose:

To administratively support the Childminding Team in its work with potential and registered childminders.

Annex A: Main duties and responsibilities:

1. Assist in the organisation and running of training and development opportunities for potential and registered childminders, including organising venues, promoting events through social media and other channels, preparation of PowerPoint presentations and learner packs, summarising evaluations and providing administrative support for the delivery of virtual training, eg Zoom, outside of office hours
2. Liaise with potential and registered childminders through email, by telephone and through social media, using effective communication skills, ensuring that service users who contact the team are dealt with efficiently and consistently, seeking more specialist knowledge as required
3. Develop, maintain and monitor office systems and processes ensuring templates used are up to date and in line with the company house style, accurate records are kept, proposing solutions to managers when issues are identified, providing information and data through reports as required and within timescales
4. Compile communications of various types including emails and word-processed documents, as well as format customer facing documents such as handouts and leaflets using creative design techniques, both to a high degree of accuracy
5. Arrange and coordinate appointments and meetings dispatching the relevant documents and taking minutes where required
6. Support the partnership working of the Childminding Team, for example, through liaising with Children's Centres, distributing their key messages to childminders and liaising with CPD Online to ensure the smooth running of training courses
7. Support the Childminding Team by proofreading documents, researching and providing information as required, maintaining office supplies.
8. Provide cover for other administrative roles within the team

Annex B: Person Specification

	MINIMUM
Qualifications	<ul style="list-style-type: none"> • Level 2 qualification in English and Maths
Experience	<ul style="list-style-type: none"> • Of general administration • Of using a range of IT systems, particularly Excel including spreadsheet creation, maintenance and manipulation • Of customer service • Of balancing priorities in a changing environment to achieve deadlines
Skills and Abilities	<ul style="list-style-type: none"> • Good organisational skills with attention to detail and high degrees of accuracy • Excellent literacy skills, including the ability to compile customer communications • Ability to deal with queries and anomalies when required, understanding when more specialist knowledge is required • Good level of computer literacy with the ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions • Good interpersonal skills and an ability to communicate with a wide range of people using a variety of media
Knowledge	<ul style="list-style-type: none"> • Of the services provided by the Early Years and Childcare Service, with some knowledge of childminding being desirable • Of a wide range of IT systems, particularly using Excel spreadsheets to manipulate and present data, including the use of pivot tables and data merging tools • An awareness of data protection, confidentiality and safeguarding issues
Behaviours	<ul style="list-style-type: none"> • Teamwork and cooperation • Can do approach

Annex C: Company Values and Expectations

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners.
- **Excellence:** We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.