

Job Description

Position Details

Position:	Childcare Admissions Support Officer
Directorate:	Children, Young People and Families
Service:	Childcare and Play Team
Position no:	BG18420
Grade:	3
Hours of work:	37 hours
Work style:	Agile Worker
DBS required:	Enhanced Disclosure
Contact:	Natalie Hill
Date:	July 2025

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Flying Start Childcare Co-ordinator

Responsible for: Supporting Flying Start childcare admissions, ensuring application and allocation processes run smoothly through the collection of vacancy data and liaison with parents and childcare settings in Blaenau Gwent and beyond to ensure the needs of children and families needs can be met. The role will include encouraging take-up with families, collecting progression and other data to support the work of the wider team and supporting training activity to support the provision of high quality childcare.

Principal Accountabilities

1. To support Flying Start childcare expansion; liaising with Health to gather information for individual expansion children to support a smooth transition into childcare and checking vacancy and capacity data with childcare settings.
2. Ensuring incoming Flying Start childcare applications are complete and where appropriate liaising with parents and professionals to address gaps in information.
3. To support the Flying Start Childcare Co-ordinator with the allocations process, making contacts with providers to address any queries with regards vacancies and capacity.
4. To follow up with families where a Flying Start childcare application has not been received, addressing any concerns/barriers they may have and where appropriate meeting with them to visit childcare settings to discuss support available.
5. To collect, collate and review all assessment and progression information from childcare providers and share with Flying Start Advisory Teacher.
6. To collect and review all attendance data every week and share info with Flying Start Childcare Co-ordinator.
7. To collect, collate and review all toileting information half-termly from childcare providers and liaise with Quality Information Officer.

8. To collect information about children's targets and review this half-termly.
9. To ensure professional learning opportunities run smoothly by booking delegates onto training, issuing registers to trainers, sharing any relevant information or paperwork with delegates and issuing certificates.
10. To support the preparation of resources for professional learning, which is delivered internally.
11. To support the Childcare Development Officer with the annual training audit and the updating of internal training records.
12. To issue evaluations of training and support and collate feedback.
13. To support with collecting data and information needed for Childcare Sufficiency Assessment, Welsh in Education Strategic Plan – e.g. Active offer
14. To record inspection information for each setting – Care Inspectorate Wales and Estyn, Food Standards Agency, Healthy and Sustainable Pre-School Settings
15. To support transition arrangements – Booking venues, informing childcare settings and schools.
16. To support Family Information Service officer where required (Facebook enquiries, phone cover, event booking)
17. To support wider Childcare and Play team at events

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
5 GCSE's including English and Maths A-C or 9-4 grades	E	A
CLAIT/ECDL or other IT qualifications	D	A
Experience		
Experience of collecting, checking, recording and presenting data	E	A, I, T, PP
Experience of engaging with members of public in a role where high levels of understanding of and empathy towards challenges and barriers were required	E	A, I
Experience of working in a front facing role with families	E	A
Experience of working in the childcare and play sector	D	A
Knowledge / Skills		
A good understanding of all elements of the Flying Start programme and childcare and play services in Blaenau Gwent	E	A, I, PP
An understanding of how childcare services operate and the legislation that underpins it	D	I, PP
Excellent interpersonal skills with the ability to communicate with a range of audiences.	E	A, I, PP
Ability to work on one's own initiative individually and collaboratively as part of a team	E	PP
Strong administrative and ICT skills including use of Microsoft Office Suite, other software and posting/managing pages/groups on various social media platforms	E	A, T, PP
Personal Attributes		
Attention to detail: the ability to spot gaps in data/implausible or incorrect data	E	A, I, PP
Empathy: the ability to encourage families to discuss barriers about accessing childcare and empathise with personal circumstances	E	A, I, PP
Enthusiasm: working within the Childcare and Play team includes working at events with children and families so the ability to be engaging and fun is essential	D	A, PP
Adaptability: the ability to switch between tasks in response to demands as and when needed	D	A, PP
Special Working Conditions / Requirements		
Ability to drive and use of a car for work purposes	Essential	A
Must be able to work flexible hours for occasional evening and weekend work	Essential	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	PP
Involves line manager / colleagues in setting and meeting targets	PP
Reorganises work when necessary	PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	PP
Has a professional attitude that sets an example to colleagues	PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	PP
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	PP
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	PP

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