



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Service Delivery Officer: Education Welfare
Service	Children's Services
Team	Education Welfare
Location	Shute End
Reports to	Service Delivery Assistant Team Leader
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	N/A
Grade	4
Contract Type	Permanent

Main Accountabilities	
1.	Support the effective and efficient delivery of provision within the Children's Services Education Welfare service.
2.	Liaise with internal and external stakeholders including parents/carers, schools and other professionals and issue high quality written correspondence and documents. For example, penalty notices, chaperone licences and work permits.
3.	Support the service to ensure all documentation and information is recorded on the required systems. For example, Capita One, NEC DM and spreadsheets
4.	Provide proficient and effective high-quality support to the service including responsibility of managing the mailboxes and responding to correspondence as appropriate.
5.	Proactively manage the team diary, arrange meetings and book appointments. To act as a focal point for the team and keep updated of all staff movements.
6.	Raise purchase orders, determine budget requirements, select supplier, and gain approvals from the budget manager. Manage cash and payment cards and ensure records are reconciled.
7.	Coordinate communications to schools. This includes updating the Wokingham Schools Hub website content and collating information for the Education Newsletter.





8.	To establish and maintain Business Support procedures.
9.	Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which will become known to you in the course of your work.
10.	Assist with the delivery of staff training, offering advice and guidance as required. Acting as a “buddy” to new members of staff.
11.	Responsible for own continuous professional development.

Person Specification	Essential	Desirable
Education/Qualifications	5 x GCSE equivalent or above	
Experience	High level of administrative/organisational and analytical skills. Professional, attentive and at the same time have an understanding and empathy of the families’ circumstances. Excellent written and oral communication skills with the ability to build sound relationships with officers, partners and families adapting styles to different situations.	Record/minute taking
Skills/Knowledge	Excellent IT skills, proficient in Microsoft Office (Outlook, Teams, Word & Excel)	Children’s Services Local Government

Purpose Details	
Service Purpose	Provision of high quality and effective services to children, young people, and families. Provision of effective and high-quality Safeguarding services for children and young people at risk of harm. Delivery of high-quality support and challenge to schools, recognising the Council’s enduring responsibility to promote the best outcomes possible for its children and students. Assurance that the Council is effective, ambitious, and successful as a Corporate Parent to the children and young people in its care. Development and implementation of effective strategic commissioning for children and adults, working effectively with partners to secure good outcomes.





	Delivery of effective and efficient services offering good value for money Discharge of the statutory function of the Director of Children's Services, in conjunction with the Lead Member
Role Purpose	Support the effective and efficient delivery of provision within the Children's Services directorate. Provide an excellent standard of service to children, young people, and families in their interaction with Children's Services. The post holder will interface directly with management and officers across the Directorate and wider Council. In addition, the postholder will interact with members of the public and wider partner agencies.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	Supervision will be provided on a regular basis by the line manager.
Supervision Given	N/A
Contacts	The postholder will liaise with families and work with management and front-line teams and Officers across the Directorate and the wider Council.

Resources/Budget Management
N/A



Special Requirements

A basic DBS check will be required for this post.
Understanding and follow data sharing and confidentiality boundaries.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	N
Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Office/Home





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Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	Y

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
<Details of required regular checks in line with regulations.>

Evaluation Declaration	
Date of Evaluation:	September 2024
Evaluated by:	Mandi Beresford, Executive Business & Service Delivery Manager

