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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Childcare & Learner Support Co-ordinator |
| **REPORTS TO** (Job Title):  | Operations Manager – Learner Support |
| **DEPARTMENT:** Learning and Skills Service (York Learning) | GRADE: 6 |
| **JE REF:** | 3020 | PANEL DATE: | 18/06/2019 |
| **1.** | **MAIN PURPOSE OF JOB**Working under the direction of the Operations Manager, organise and develop childcare provision at a number of venues where the Adult Education Service and other providers run a range of adult learning programmes. Contribute to the provision of high quality childcare and other support for learners, such as volunteer and paid adult learner support and the co-ordination of invigilators to lead examination sessions.  |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | Plan and conduct a schedule of visits to childcare settings to provide ongoing support and advice to childcare staff |
|  |  | Provide some basic cover in the absence of Learner Support Manager |
|  |  | Audit quality standards and carry out Risk Assessments in childcare settings, ensuring OFSTED, Early Years Foundation Stage Framework (EYFS) criteria and CYC Health and Safety standards are adhered to. Provide the Operations Manager with an audit report. Address any minor issues and report major issues to the Operations Manager |
|  |  | Act as an expert professional resource, advising childcare staff on organising and setting up play situations. Answer staff queries and solve operational problems in venues reporting to the Operations Manager as appropriate |
|  |  | Monitor the accurate completion of records in childcare settings by childcare staff, in accordance with OFSTED and EYFS requirements, ensuring compliance with current legislation and safeguarding and health and safety requirements. |
|  |  | Plan and co-ordinate a rolling programme of auditing, restocking, maintenance and delivery of childcare toys, craft and consumable items to ensure that each group has the equipment they need to provide high quality childcare in line with OFSTED and EYFS standards. |
|  |  | Lead occasional childcare sessions if there are problems or issues which need resolving. |
|  |  | Liaise with other childcare staff to cover for staff absences ensuring that OFSTED staff: child ratios are adhered to. Use detailed records of absence and cover to process pay claims. |
|  |  | Respond to urgent calls from Childcare and Support staff at appropriate times as determined by agreement with the Operations Manager  |
|  |  | In liaison with the appropriate staff, assess the need for, and select, toys, equipment, craft materials and consumable items for use in childcare settings, ensuring toys, books and equipment reflect OFSTED standards with regard to Equal Opportunities and Health & Safety standards.  |
|  |  | Maintain a comprehensive record of equipment giving the details and location of all equipment owned by the Sessional Childcare Service. Ensure that equipment bag inventories are kept up to date and are kept with the relevant bags  |
|  |  | Monitor toys and equipment at childcare venues and ensure that childcare staff maintain all items in a safe and clean condition, in accordance with the relevant inventory and Health & Safety regulations. |
|  |  | Assist in the recruitment and standard induction training for new childcare staff, invigilators and other adult support staff.  |
|  |  | In liaison with the Exams Coordinator and Operations Administrator-MIS & Exams, assist with the provision of support and advice for invigilators ensuring they have the relevant training, up to date knowledge and confidence to direct learners in accordance with Examination Board regulations. |
|  |  |  Assist with the coordination and provision of invigilators to lead examinations and deliver examination papers in accordance with the regulations stipulated by the Examination Board. |
|  |  | Invigilate examinations where required and occasionally and transport live exam papers in a secure manner |
|  |  | Working with the Operations Manager, co-ordinate appropriate childcare. Carry out a range of administration and organisational tasks to ensure learners are provided with the support they require. |
|  |  | Liaise with the Operations Manager to supply volunteers and/or support workers for adult learners in classes and provide on-going support and advice for staff in these roles, including organising cover where appropriate. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: 0 Indirect: Up to 13 sessional childcare workers and approximately 40 Casual Pool Support Staff and Volunteers  |
| **4.** | **CREATIVITY & INNOVATION*** Creative development of play activities to engage children and parents who would not normally access traditional childcare provision.
* Subject to occasional supervision and procedural guidelines, the jobholder is required to use initiative in responding to queries, finding creative solutions to problems, managing his/her own workload and in the development of systems to meet the specification of others.
* Uses initiative in proposing changes to working practices and/ or processes for own and departmental administrative work area.
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| **5.** | **CONTACTS & RELATIONSHIP** **Internal** * Regular contact with supervisor and colleagues calling for the exchange of information, sometimes of a complex and sensitive nature, orally, in writing or electronically where some tact and discretion may be required.
* Liaising with senior managers, childcare staff, volunteers, the Examination Coordinator, invigilators and other adult learner support staff
* Other CYC staff

**External** * Some contact with other childcare providers particularly Children’s Centre managers and staff
* Lead Staff in the venues in which we work, mostly at an operational level
* Regular contact with learners and parents in childcare settings to discuss any concerns they might have
* Some contact with other childcare providers
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| **6.** | **DECISIONS – discretion & consequences*** Standard operating procedures, good practice, established processes and an understanding of what results or standards are to be achieved guide the jobholder’s decision-making.
* Judgement involves a range of facts or situations, which require analysis or comparison of a range of options/ solutions.
* Judgement and decisions based on knowledge of current legislation, Safeguarding and Health and Safety regulations.
* Uses discretion when responding to sometimes complex, face to face and telephone queries from colleagues and others outside the Council so as not to commit any breaches of confidentiality/ indiscretions.
* Decisions in respect of childcare and support staff based on policy, procedure, OFSTED and Examination Board regulations

Consequences* Any decisions must take account of child protection policies and procedures particularly with regard to safeguarding children and vulnerable adults
* Decisions with regard to childcare equipment and practice could impact on children’s safety and/or wellbeing.
* Decisions may affect staff performance and the perception of partners of the service and may impact on the reputation of the Council
* Childcare not provided in accordance with OFSTED regulations could be prohibited
* Examinations not invigilated in accordance with the regulations could result in the Examinations Board withdrawing the examination facility
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| **7.** | **RESOURCES – financial & equipment** *(Not budget, and not including desktop equipment.)*Description Value 2KResponsible for the maintenance and distribution of a wide range of play equipment and resources in approx. 10 venues   |
| **8.** | **WORK ENVIRONMENT –, physical demands, working conditions & work context, work demands****Work demands** * Responsive to unpredictable family and child circumstances and issues in a variety of childcare settings, in communities who do not traditionally access childcare.
* Working within a childcare team and supported learning team in partnership with other agencies.
* Ability to prioritise tasks and meet deadlines.
* Ability to use initiative and provide creative solutions to problems.

Physical demands* Lifting and carrying of materials and equipment to childcare venues.
* Working actively and responsively to support invigilators, adult learner support staff, childcare staff and children in childcare settings.

Work conditions* Adult learning venues, Children’s Centres, schools and community venues
* A wide range of working conditions meaning there is a need to be responsive and adaptable in relation to working hours and job role.

**Work context*** Varied and demanding work in partnership with a variety of people both within and outside the service.
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| **9.** | **Knowledge and Qualifications:****Qualifications and Knowledge*** NVQ level 3 qualification or equivalent in childcare
* Minimum Level 2 qualification in English and maths
* Level 2 ICT qualification (or able to demonstrate competency at this level)
* Good understanding of the childcare sector and the aims of early years education
* Detailed Knowledge and understanding of EYFS, Ofsted and Examination Board regulations, and the ability to be able to interpret them in a variety of situations
* Good working knowledge of safeguarding and keeping children safe
* Knowledge and understanding of Quality Assurance requirements and the ability to assess risk in childcare settings.

**Skills and Experience*** Good organisational skills and the ability to exercise initiative
* Have good communication skills and be able to relate effectively to managers, colleagues, staff in schools and other venues and the public
* Be able to work effectively as part of a team and understand the implications of teamwork
* Be able to maintain strict confidentiality and to deal with sensitive material
* At least 2 years experience of working with children under 5, and a proven ability to direct and advise others particularly in relation to safeguarding and keeping children safe
* Competent user of the Microsoft Office Suite particularly Outlook, Word & Excel

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read.This post requires the post holder to undertake an enhanced – child workforce (with barred list check) criminal record check via the Disclosure and Barring Service. |  |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Operations Manager Other posts at this levelExams CoordinatorTHIS JOBChildcare WorkersCasual Support Workers / Invigilators (Pool Staff)Volunteers |