

**Job Profile Information: Early Years' Service Learning and Development Service Support Officer
Camden Quality Improvement Partnership**

This supplementary information for Learning and Development Service Support Officer is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- To support the delivery of training and quality support activities within the Camden Quality Improvement Partnership through effective liaison with advisers, early education and childcare providers in the borough and other internal/external partners/agencies
- To manage performance and financial data from across the team
- To manage subscriptions to the Quality Improvement Partnership
- To market the Partnership offer

Example outcomes or objectives that this role will deliver:

- Co-ordinate the delivery of a high quality Early Years Foundation Stage (EYFS) training offer to Camden's maintained nursery provision, non-maintained sectors and childminders so that all children achieve the best possible outcomes.
- Promote the training offer for Camden's providers and monitor take up to ensure that the offer appropriately meets need.
- To support business development activities to extend the Quality Improvement Partnership offer and to ensure maximum take-up of the offer through marketing activities
- To manage subscriptions to the Quality Improvement Partnership, and produce regular reports of take-up against targets and gaps in take-up
- To undertake a range of activities in relation to the training aspect of the offer, including:
 - The collection and maintenance of training programme data; the evaluation and analysis of previous training programmes to inform next training programme/plan

- The production of the training programme booklet
- The organisation of venues, refreshments and booking of trainers
- The management of bookings and monitoring of these against subscription entitlement
- To administer the production and distribution of the Quality Improvement Partnership E-Bulletin
- To undertake the day-to-day administration of the Quality Improvement Partnership budget and produce regular reports on income and expenditure against targets
- To manage the Quality Improvement Partnership database and ensure the information is accurate and up to date

People Management Responsibilities:

None

Relationships;

- With Quality Improvement Partnership advisers/ Quality Improvement Partnership team
- With early years and childcare providers in Camden
- With trainers: internally/externally
- With local authority officers and managers in the OD & L&D service, finance ,
- With appropriate officers in Camden Learning

Work Environment:

- Mainly office based
- Working all year round

Technical Knowledge and Experience:

- Knowledge of the Early Years Foundation Stage
- Experience of marketing services to a specific client group
- Experience of monitoring take up of services and producing reports for management
- Good knowledge of Microsoft packages and other database systems

- Good oral and written communication skills
- Experience of working within Council structures.
- Experience of using financial systems

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

Structure chart

