

JOB DESCRIPTION

Job Title:	Fostering Subcluster Enquiry Officer		
Directorate:	People	Salary:	£33,945 - £38,223 Plus £689 London Weighting
Section:	Childrens Social Care	Grade:	BG-G, SCP25-30
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

The subcluster fostering enquiry officer will serve as a central point of contact for the newly launched South East Region Fostering Recruitment Hub, enhancing fostering enquiries for twenty local authorities through a high-profile regional programme.

With warmth and enthusiasm, you will support prospective carers by addressing enquiries via multiple channels (including online, phone, email and occasionally face to face during events), whilst maintaining robust information management systems.

You will also use your specialist knowledge in either fostering or marketing to elevate the profile of fostering across the South East, and develop professional and supportive relationships across the region, in what is an innovative approach to foster carer recruitment.

Designation of post and position within departmental structure

The subcluster fostering enquiry officer will work across the South East and be line managed by a regional strategic lead, within a virtual regional recruitment hub.

The post holder will be further supported by a programme manager, project manager, data lead and will work closely with enquiry officers and service leads across the 20 different local authorities signed up to the project.

Daily and monthly responsibilities

- Ensuring the South East Recruitment Hub attracts suitable Foster Carers, and other types of carers who can provide the highest standard of care to children in care across the region, the strategy must address both quantity and quality issues so as to enhance placement choice.
- Leading on enquiries from the public regarding fostering - providing an excellent, customer focused service in line with statutory guidelines and locally set business rules.

- Ensuring enquiries are dealt with efficiently and with reference to the relevant information and procedural requirements of each participating local authority.
- Work with colleagues (including business support teams, Fostering Teams, Communications, Marketing Officers) and other relevant staff across the region, to support with planning and implementing the relevant marketing and recruitment strategy to achieve service plan objectives and targets.
- To support the service lead in the rollout of a comprehensive foster carer buddy scheme for pre-approval. This may include supervision and meeting with foster carers.
- To promote and facilitate the achievement of standards and performance outcomes, as set by statute, national guidelines, policies and procedures, on the part of staff and foster carers as providers of a quality fostering service.
- To lead on regular analysis of foster carer enquiries (pre-stage 1 assessment) to ensure statutory requirements are met, to make recommendations for action by social workers, and other practitioners, and to ensure team managers follow up in a timely manner.
- Troubleshoot, offering practical support required for the establishment of the new regional fostering recruitment hub (including data inputting and cleaning) across the 20 local authorities. Including travel across the region (2 – 5 days per month).
- To be responsible for populating and maintaining the fostering database, tracking recommendations as identified.
- To provide expertise in either marketing or fostering:

Marketing:

- Acting as a point of specialist knowledge of marketing and communications (both field and online, including social media), undertaking regular analysis into enquiry generation, which can inform recruitment and retention strategies.
- To support and facilitate events that appeal to specified geographical areas and to generate further interest from and retain contacts with prospective enquirers.

Fostering:

- Acting as a point of specialist knowledge of fostering recruitment within the Recruitment Hub.
- To participate in the Bracknell Forest Councils Employee Development Scheme/Appraisals /Supervision and contribute to the identification of your own and team development needs.

Summary of Responsibilities and Personal Duties:

- Undertake activities to support the implementation of the Hub strategy.
- Maintain knowledge of relevant issues within fostering, providing efficient responses to enquiries generated by recruitment campaigns.
- Engaging with prospective carers through various channels and lead them to information events.
- Support fostering events and maintain updated data on previous enquiries.
- Ensure compliance with corporate policies, statutory, and national policies, including equal opportunities, team development and confidentiality.

- Manage and maintain a database of prospective foster carers, providing reports when required.
- Develop and maintain a tracking system for efficient enquiry handling.
- Support organisational change, promoting a positive image of the Fostering Hub.
- Explore innovative uses of technology to enhance service delivery.

Scope of role

The post holder will support with identifying any teething issues, and provide a flexible, supportive, and responsive service as the first point of contact for the public. Working closely with communications and marketing colleagues, the postholder will ensure the regular updating of a regional website, ensure a positive social media presence, and provide timely responses to shared email and phone lines. The postholder will support recording and collation of accurate data and increase the number of foster carers which go on to stage 1 assessment through the sharing of knowledge, and a warm, timely, customer focused service. The postholder will be responsible for ensuring prospective foster carers are assigned a 'buddy' to support them through their fostering journey and always maintain the highest standards of confidentiality.

Internal Contacts: These include maintain contact as necessary with colleagues and managers within the People's Directorate.

External Contacts: This will include other Directorates within the Council, other Local Authorities, other agencies, such as the police, probation, health services, and members of the public.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in continuous personal development and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>English language and Mathematics GCSE Grade C/5 or above, or good standard of literacy and numeracy.</p> <p>Proficient in the use of Microsoft Windows Applications and mainframe Client Index/ Case Management systems.</p>	<p>A good use of software to fulfil the job role, including desktop publishing, or a willingness and aptitude to learn.</p> <p>Ability to work with IT systems to ensure performance metrics can be reported on.</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Experience of setting up and maintaining administrative systems and processes.</p> <p>Ability to prioritise effectively and work on multiple work-streams and meet deadlines whilst requiring minimal supervision</p> <p>Knowledge or relevant experience of marketing, recruitment, and campaign / project delivery (ideally for foster carers and/or adopters, but not limited to).</p> <p>A working knowledge of relevant national legislation and regulation requirements including safeguarding policies and procedures.</p> <p>Experience of working with and engaging a wide range of community groups and organisations</p> <p>Awareness of and a commitment to Equality of Access and Opportunity in a diverse community.</p> <p>Understanding of how equality and diversity relates to this post</p> <p>Ability to work with sensitive and confidential issues tactfully.</p> <p>The ability to work with internal stakeholders and external partners and bodies</p>	<p>Effective understanding of the fostering landscape</p> <p>Knowledge of prospective carer assessments and the journey of a prospective foster carer</p> <p>Experience of supporting a team in successful service delivery of a new project or service and motivating a team to deliver high quality, consistent services</p> <p>Experience of identifying, mitigating and managing risks and effectively reporting these through upper tier management structures.</p> <p>Knowledge of key local government issues associated with the role and how these affect service delivery</p> <p>Experience of developing creative and informative material that is effective</p> <p>Knowledge of online community facilitation tools and application of social media tools to build networks and communicate in a cost efficient manner.</p> <p>Ability to analyse information, write business reports and use this for providing clear recommendations and decisions for informing service planning</p>

	Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.
Work-related Personal Requirements	<p>Excellent telephone manner and listening skills required, able to focus and record information whilst working in an open plan office.</p> <p>The ability to communicate effectively, verbally, in writing, within meetings and effectively engaging service users</p> <p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p>
Other Work Requirements	<p>A satisfactory Disclosure and Barring Service check.</p> <p>The ability to converse easily with members of the public and respond effectively to questions in spoken English</p> <p>Willing to work outside normal hours, work very flexibly and across the county in a variety of locations as and when required.</p>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.