



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Market Management and Business Support Officer	<b>Role Profile Number:</b> PCDN72
<b>Grade: N</b> <b>Salary:</b>	<b>Date Prepared:</b> February 2020
<b>Directorate/Group:</b> Children's/Education	<b>Reporting to:</b> Education Business Development Manager
<b>Structure Chart attached:</b>	

### Job Purpose

- Work with the Service Manager - Early Years and Childcare to produce the annual Childcare Sufficiency Assessment to inform the Early Years and Childcare Sufficiency Strategy
- Support providers to reshape and create new early education, childcare and out of school places in line with Early years and Childcare Sufficiency Strategy including alternative governance, management and delivery structures.

### Key Accountabilities

- Work with providers to produce business plans which are aligned to the Council's place planning strategy and their own business audit.
- Maintain effective analysis of early years outcomes to target those providers who are likely to require more intensive support and prioritise workload accordingly.
- Provide expert and responsive information, advice, guidance and support to providers on local and business needs.
- Work with colleagues to ensure that outcomes for children in early years settings inform borough priorities.
- Work with the Head of Service to engage with other local authorities, national organisations and government departments, such as Department for Education, to ensure Swindon Borough Council can demonstrate capacity is sufficient and sustainable, meeting its sufficiency duty and is compliant with all government expectations.
- Develop information, stakeholder engagement plans and training materials for providers to build their capacity, skills and knowledge.
- Lead the annual programme of contract monitoring with early years and childcare providers; to ensure funding claims are accurate.
- Ensure support is delivered to a high standard to achieve a high take up of the traded offer to generate an income into the department to future proof the service.

- To keep all providers up to date of policy changes relating to funding and how this may impact their business, sharing best practice business models to ensure the early years education, childcare and out of school market is sustainable.

### **Supplementary Accountabilities**

- Carry out key accountabilities in accordance with the council's policies and procedures
- Ensure all work is developed and implemented in accordance with equal opportunities and diversity policies including diversity impact assessments.
- Maintain expertise, skills and knowledge pertaining to specified areas of strategic and operational activity.
- Maintain expertise in and understanding of the national and local legislative and policy requirements for early education and childcare.
- Flexibility to undertake reasonable tasks within the scope of the job role across other areas of Children's directorate as required.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Substantial experience of developing synergies and partnerships within an organisation and with external partners in order to improve outcomes
- Ability to lead on complex policy, strategy development and commissioning projects with a track record of delivery to time and budget.
- Demonstrable and significant experience and knowledge of early years education, childcare and out of school national policy and delivery.
- Demonstrable evidence of successful innovative approaches, problem solving and effective decision-making.
- Experience and evidence of being able to influence and motivate partners to commission and or provide services in a different way in order to achieve agreed outcomes.
- Understanding and experience of commissioning including contract management and performance management in the context of bringing about change.
- Understanding and experience of using project management methodologies.
- Strong verbal and written communication skills.
- General management skills to drive services and ensure the strategic direction of the Council is effected on a value added basis
- A good understanding of the data and evidence base required for a strategy and the ability to demonstrate good analytical skills.
- Experience of resource management and associated accountability for cost effective outcomes.
- Demonstrable evidence of working with providers, nurturing relationships, providing challenge and promoting successful change.
- Innovative and able to recognise and develop the potential for doing things differently

## Qualifications

- Level 5 business qualification (desired) or relevant experience
- A minimum of 3 years working within the early years and childcare sector.
- Evidence of continuing professional development relevant to post

## Decision Making

- Making decisions regarding how to interpret and best summarise information gathered.
- Can actively identify and introduce improvements linked to areas of accountability.
- Is purposeful in evaluating practice, identifying priorities, and providing clear advice and recommendations.

## Creativity and Innovation

- Ability to present information in a variety of ways.
- Is able to both support and challenge in order to help improve perceptions and bring about improvements.
- Flexibility to meet the varying demands of the role.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"><li>• None</li></ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"><li>• N/A</li></ul>	<p><b>Budget Holder Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p>
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## Contacts and Relationships

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

This role will involve:

- Contact with Members, senior managers within SBC and the wider partnership including education and childcare providers, finance planning and property colleagues through meetings and project groups to ensure agreement of strategies and approaches. For example direct contact with Head teachers, senior management team within private providers and property developers.
- The role will involve working with the ESFA, RSC, DfE, Ofsted and other Local Authorities on a National and Regional basis.
- The role will involve work with local families through focus groups, meetings and events.

## **Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

## **Other Key Features of the role**

- Requires use of IT, for example, word processing, report writing, e-mail.
- Requires access to mobile phone and computer/laptop (provided for work use)
- Involves lone working and travel.
- Enhanced DBS check will be essential.
- Requirement to work across wider Children's Services directorate as appropriate

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	