

ROLE PROFILE AND PERSON SPECIFICATION



Company Name: Ealing Council – Children's Services

Address: 2nd Floor Perceval House, 14 – 16 Uxbridge Road, and Ealing, W5 2HL

Employer Description: Local Authority

Hours of Work: 35 hours per week – 09:00 – 17:00 Monday – Friday with 1-hour lunch

Annual Holiday Entitlement: 24 days paid holiday per year plus 3 additional days (to cover Christmas and New Year)

Level 2: Learning agreement of 12months

Training allowance (Pay) annual amount: is £12,931.10*

**Please note this is made up of two different rates. Your first 6 months is £6.00 an hour. Your final 6 months is at the higher rate National minimum wage (NMW) currently £8.21.*

Position Title: FIS EHAP Apprentice

The Family Information Service (FIS) is a free and confidential service providing impartial information and advice for children, young people and their families in the borough. The FIS also manages the administration of the Early Help Assessment and Plan (EHAP); and supports professionals in completing EHAPs by answering queries, providing advice, and ensuring information remains accurate and up to date. The successful apprentice will support with all aspects of EHAP administration including data entry, responding to email enquiries, updating information, filing and all other tasks that support the day to day function of the service.

Role Profile:

- Filing, faxing, photocopying (sometimes long runs), and archiving.
- Opening, sorting and distributing mail on behalf of the department.
- Sending and receiving e-mails on behalf of the department.
- Occasionally assisting colleagues with external events.
- Entering and updating data.
- Answering telephone queries, taking messages and dealing with emails.
- Updating the office database, spreadsheets and standard letters as directed.
- Using Mail merge to create and send mail shots.
- Collating, and distributing information or material.
- Ensuring the safe and secure movement of documentation and files between various locations.
- To ensure that good practice, customer care and health and safety are fully blended into day-to-day activities.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills and Abilities required:

1. Able to understand and respect the importance of confidentiality within the workplace, and work to London Borough of Ealing policies.
2. Good communication skills with clear spoken and written English; with the ability to communicate effectively with members of the general public, staff and other agencies and organisations either face to face or via the telephone, with due regard to equality and customer care principles.
3. Able to work flexibly as part of a team, asking for and giving support as needed.
4. Able to take initiative and organise own workload, with assisted planning.
5. Accurate, and meticulous with excellent attention to detail.
6. The ability to compose written communications and presentations in Plain English.
7. Smart appearance maintained at all times.
8. Accurate basic computer skills, knowledge of MS Word, and Excel.
9. Aware of equality / diversity and health and safety.
10. Able to understand the importance of being punctual and the impact that absence has on the effectiveness of the team.

This position requires Enhanced Vetting