



Early Years Wales is a national charity and membership organisation that promotes and supports bilingual pre-school care, education and learning through play throughout Wales.

We help to ensure there are sufficient play opportunities for pre-school children that are child-focused and help to promote children's personal and social development.

There are approximately 700 members of Early Years Wales who provide Early Years services.

JOB DESCRIPTION

Job Title: Reporting to: Based at: Hours: Salary: Benefits:	Childcare Provider Support Officer Head of Membership & LA Contracts St Asaph 28 hrs per week £14,813.06 (FTE £22,058.40) rising to £15,558.61 (FTE £23,168.60 on completion of a satisfactory probationary period 23 days holiday per annum plus bank holidays, increasing on length of service. Contribution to company pension, hybrid working, CPD opportunities, Welsh language training provided, company phone, laptop, and business expenses policy provided
Purpose of Role:	To support the childcare provider members of Early Years Wales with information, business support, grant information, and more shared across departments internally. To work in partnership, supporting the team across Wales sharing information with member providers, and responding to member provider requests for support, information, resources, training, and help.
MAIN DUTIES:	<ul style="list-style-type: none"> • Provide office-based support to members via telephone / text / email / Teams or Zoom calls. Indications of guidance include: <ul style="list-style-type: none"> • Business planning, accountability and sustainability • Legal requirements of running a childcare business, including sharing information in relation to charity law, employment law, national living/minimum wage, safeguarding, health and safety, governance, CIW requirements, data protection • Improving the delivery of a high-quality practice



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	<p>through information sharing and promotion of operational initiatives such as UNCRC, Workforce Development, Health and Wellbeing, Quality for All</p> <ul style="list-style-type: none"> • Signpost members to additional resources as required, including referral to the local Development Worker (where there is a funded resource in the area) or Local Authority Support • Maintain an up-to-date and accurate log of guidance given • Liaise with Line Manager to arrange and promote networking events for members e.g. regional forums and surgeries • Maintain up to date knowledge and working best practice of CIW requirements • Contribute to Early Years Wales's response on consultations as required • Contribute to the development of publications and resources, liaising with line Manager as required, and passing information on to the Task and Finish group to disseminate • Provide development worker support to designated areas/members as agreed with line manager – this includes face to face visits <p><i>Training on aspects of childcare regulations, support, and mentoring are available. The ideal candidate is calm, professional, able to record key details in conversation and able to work with the wider team to source the information and support our members. Transferable skills are considered for this role.</i></p>
PROJECT MANAGEMENT:	<ul style="list-style-type: none"> • Provide administrative support to ensure processes are created, embedded and adhered to • Identify improvements in processes and implement as required • Ensure deadlines / timetables are adhered to
STAKEHOLDER MANAGEMENT / STRATEGY:	<ul style="list-style-type: none"> • Deputise at Local Authority childcare meetings or other stakeholder meetings as required by the Manager, • Prepare a summary of each meeting and submit to the manager for review and circulation • Identify opportunities for collaborative working / partnerships and refer to Manager to develop
TENDERS / BIDS:	<p>If there is no development worker in a specific region:</p> <ul style="list-style-type: none"> • Identify tender and bid opportunities and pass on to Manager to follow up • Provide input into tender and bid submissions as required

	by the Line Manager
MARKETING / PR:	<ul style="list-style-type: none"> Promote aims and principles of Early Years Wales wherever possible by: <ul style="list-style-type: none"> Verbal updates in meetings Attendance at local networking events Take part in promotional activities / events Feedback compliments and complaints and suggestions to line manager
PERSONAL DEVELOPMENT:	<ul style="list-style-type: none"> Keep aware of developments and best practice in your field of expertise/ role responsibility Take responsibility for your own personal development by raising ideas, suggestions and opportunities with your line Manager at any time Maintain a personal CPD log
HR:	<ul style="list-style-type: none"> No requirement
BUDGET MANAGEMENT:	<ul style="list-style-type: none"> Complete monthly hours sheet and reports
MEMBERSHIP:	<ul style="list-style-type: none"> Ensure boundaries between members and non-members are retained when giving advice / support Ensure that any issues that need dissemination to members are passed to the Marketing & Communications department For lapsed members, aim to understand why membership has lapsed and identify ways to re-engage with them Pass all enquiries about membership to the Membership Administrator Promote the benefits of membership to members and non-members including all childcare providers

PERSON SPECIFICATION

EXPERIENCE:	<p>Essential: <i>The skills below are exemplified through the childcare and playwork sector. If you believe you have transferable skills and are motivated to work in the childcare and early years sector we are keen to hear from you.</i></p> <ul style="list-style-type: none"> Recent experience of working or volunteering in the early years and childcare & play sector Knowledge of CIW and all relevant government initiatives <p>Desirable:</p>
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	<ul style="list-style-type: none"> • Experience of running or supporting a childcare business • Experience of working or volunteering in local community projects • Experience of collating data and information • Experience of working with other agencies • Experience of Microsoft Office • Ability to speak Welsh
QUALIFICATIONS:	<p>Essential:</p> <ul style="list-style-type: none"> • Relevant early years and childcare qualification, level 3 or above, playwork qualification, education support role qualification <p>Or</p> <ul style="list-style-type: none"> • Relevant professional qualification at L3 or above in business support, finance, education, social work or similar field for career changers (NB – please evidence in your application how the skills you have can contribute to supporting our members – find out more about us https://www.earlyyears.wales/en/membership)



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SKILLS:	<ul style="list-style-type: none">• Ability to communicate orally and in writing with people from a wide variety of backgrounds• Ability to speak Welsh desirable – training and support is provided for those looking to improve Welsh language skills• Accurate numeracy skills• Strong attention to detail, process driven• Reliability• Flexible approach• Ability to work independently and use your initiative• Ability to work alone and as part of a team• Strong IT skills, especially Microsoft Office/Excel/Word• Knowledge of the work of Early Years Wales
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