

**Job Description**

**Job Title:** Business Support Assistant

**Salary Grade:** Grade 2

**SCP:** 15 - 17

**Job Family:** Business Support

**Job Profile:** BS3

**Directorate:** Children’s Independent Review Team

**Work Environment:** Office Based/Agile

**Reports to:** Business & Administration Manager

**Number of Reports:** N/A

1. **Purpose:**

To provide administrative support to a busy IRO team within Together For Children (TFC)

To maintain good records and possess a sound technical knowledge of developed IT systems, statutory procedures, legislation, corporate standards and policies.

Some transactional functions may be required, for example dealing with petty cash, processing invoices or inputting financial data for service areas.

To attend and minute Child Protection Conferences and other meetings as required, producing accurate sets of minutes and other relevant meeting documents within agreed timescales, liaising with the chairperson to amending minutes accordingly.

To distribute approved meeting documents as required.

To be able to work in a variety of locations covering different function as required by the IRO Business & Administration Manager or the IRO Managers.

**B. Key Responsibilities**

* Categorise and organise activities in line with the priorities provided by the IRO Business & Administration Manager
* Analyse data, using given parameters or business rules, to provide conclusions or determine the appropriate service provision.
* Provide detailed, relevant and accurate information and support to customers and colleagues to inform decision making and support the efficient running of the service.
* Escalate complex issues to the IRO Business & Administration Manager or IRO Managers as appropriate.
* Create and amend data using automated software of standard templates to meet data management and service monitoring requirements.
* Attend meetings in order to produce accurate minutes, ensure that appropriate discussions are documented and liaise with the meeting chair to approve the minutes accordingly, making suggested amendments as required.
* Update and produce relevant meeting documents within Management Information System or appropriate templates.
* Distribute meeting minutes and documents.
* Ensure that TFC’s management information system is accurate and all information recorded timely.
* Provide an overall administrative support via a range of tasks to the Children’s Independent Review Team.
* May be required to work in a variety of locations as required by the IRO Business & Administration Manager or IRO Managers depending on the needs of the service

**C. Additional Information/Other Requirements**

* Other duties and responsibilities allocated which are appropriate to the grade of this post.
* The post will be based within TFC’s Performance and Quality Directorate.
* The post holder will be required on occasion to travel within the City as required to undertake the role.
* The post will report to the Business & Administration Manager

**D. Statutory Requirements**

**In line with the TFC’s Statutory Requirements, all employees of the Company should;**

Comply with the principles and requirements of the Data Protection Act 1998 in relation to the management of TFC records and information, and respect the privacy of personal information held by the TFC; Comply with the principles and requirements of the Freedom in Information Act 2000; Comply with the TFC's information security standards, and requirements for the management and handling of information; Use TFC information only for authorised purposes.

**Person Specification**

**Job Title: Business Support Assistant**

**Role Profile reference: BS3**

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|  | **Requirement** | **Method of Assessment** |
| 1. | **Qualifications** – NVQ Level 2 in Business Administration or equivalent qualification or commitment to undertake qualification. | **Application form/Pre-employment checks** |
| 2. | **Experience** –  Experience of working in a fast past administrative environment.  Experience of working in customer facing role.  Experience of working to tight deadlines and managing own workload to achieve targets. | **Application form/Interview** |
| 3. | **Skills and Knowledge**  –  Knowledge of full range of Microsoft Office package  Ability to record meeting minutes/notes based on discussions. | **Application form/Interview**  **Test** |
| 4. | **Communication (written)** – Able to share information and obtain information from others through written/verbal communications. | **Application form/Interview** |
| 5. | **Listening** – Listens to others to assess requirements in order to respond appropriately and efficiently | **Application form/Interview** |
| 6. | **PC Skills** – Able to effectively use a PC to prepare documents, reports, record information or input data | **Application form/Interview** |
| 7. | Introducing new ways of working particularly adopting innovative and flexible work methods | **Application form/Interview** |
| 8. | Commitment to Equal Opportunities | **Application form/Interview** |

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