

**Job Description**

**Job Title:** Business Support Assistant (Fixed Term for 2 Years)

**Salary Grade:** Grade 2

**SCP:** 5 - 6

**Job Family:** Business Support

**Job Profile:** BS3

**Directorate:** Commercial & Corporate

**Work Environment:** Office Based/Agile

**Reports to:** Team Manager

**Number of Reports:** N/A

Your normal place of work will be at the Stanfield Centre, but you may be required to work at any Company-recognised workplace.

**Purpose:**

To provide administrative support on behalf Together for Children (TfC)

The role is varied and includes:

* Maintaining data, tracking performance and supporting the management of projects
* Maintaining records and IT systems
* Attending and minuting meetings as required, producing accurate sets of minutes and other relevant meeting documents within agreed timescales, liaising with the chairperson to amend minutes accordingly
* Distributing approved meeting documents as required
* Providing exceptional customer service with both internal and external customers including answering calls and liaising with customers, ensuring a prompt response
* Carrying out some transactional functions, for example processing invoices or inputting financial or other data for service areas
* Organising meetings and interviews as appropriate

To post-holder should be able to work in a variety of locations covering different functions as required by the Team Manager.

**Key Responsibilities:**

Categorise and organise activities in line with the priorities provided by the Project Manager and Performance Lead.

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 Project Manager and Performance Lead, as appropriate.

Create and amend data using automated software or standard templates to meet data management and service monitoring requirements.

Attend meetings in order to produce accurate minutes; ensure that appropriate discussions are documented; liaise with the meeting chair to approve the minutes accordingly; and make suggested amendments as required.

Update and produce relevant meeting documents within the Management Information System or appropriate templates.

Distribute meeting minutes and documents.

Ensure that TfC’s Management Information System is accurate, and all information is recorded in a timely manner.

Provide an overall administrative support via a range of tasks to the team.

Other duties and responsibilities allocated which are appropriate to the grade of this post.

The post holder will be required on occasion to travel within the City to undertake the role.

**Statutory requirements:**

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000;

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information;

Use information only for authorised purposes.

**Author**: Laura Johnstone

**Date**: August 2019



**Person Specification**

**Job Title: Business Support Assistant**

**Role Profile reference: BS3**

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| **Essential Requirements** | |
| **Qualifications:**   * NVQ Level 2 in Business Administration or equivalent qualification or commitment to undertake qualification. | Application Form Interview |
| **Experience:**   * Experience of working in a fast-paced administrative environment. * Experience of working in a customer-facing role. * Experience of working to tight deadlines and managing own workload to achieve targets. * Experience of tracking and monitoring performance. | Application Form Interview |
| **Knowledge:**   * Full range of Microsoft Office packages. | Application Form Interview |
| **Skills:**   * Sharing information, obtaining information and having dialogue with others, either in writing, in person or over the telephone. * Working effectively within a busy team environment, being helpful and co-operative with others. * Managing priorities and work demands displaying initiative and creativity. * Effectively using a PC to write reports, record information or input data. * Proficient in all Microsoft applications, particularly Excel. * Recording meeting minutes/notes based on discussions. * Taking ownership and responsibility arising from own and others’ work appropriate to the level of the post. * Listening to others to assess requirements in order to respond appropriately and efficiently. * Being reliable and self-reliant and seeking guidance when appropriate. * Good analytical skills. * Meeting the travel requirements of the post. | Application form Interview |

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