

**Job Description**

**Position Title:** Business Support Assistant

**Position Ref No:**

**Salary Grade:** Grade 2

**Directorate:** Social Care

**Service:** Business Support

**Reports to:** Business Manager

**Purpose:**

To provide Business Support where additional technical knowledge is required, in accordance with developed systems, statutory procedures, legislation, corporate standard and policies.

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

To attend meetings in order to produce accurate minutes. If required, liaise with the chair to amend the minutes accordingly.

May be required to work in a variety of locations covering different function as directed by the Business Manager.

**Main Duties and Responsibilities:**

* Categorise and organise activities in line with the priorities provided by the Business Manager.
* Carry out a range of technical, clerical, financial or transactional functions accurately to support the successful operation of the team or service.
* Analyse data, using given parameters or business rules, to provide conclusions or determine the appropriate service provision.
* Ensure personal compliance with all regulatory and policy guidelines.
* Provide detailed, relevant and accurate information and support to customers and employees to inform decision making and support the efficient running of the service.
* Escalate complex issues to the Business & Administration Manager.
* Create and amend data including financial information, records and reports using automated software or standard templates to meet data management and service monitoring requirements.
* Attend meetings in order to produce accurate minutes. Liaise with the chair to amend the minutes accordingly.
* May be required to work in a variety of locations covering different function as required by the Business & Administration Manager.

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.

Undertaking the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies

The post holder must carry out his or her duties with full regard to Together for Children Equal Opportunities Policy, Code of Conduct and all other policies.

The post holder must comply with Together for Children Health & Safety rules and regulations and with Health & Safety legislation.

**Author**: Carrie Mcgarry

**Date**: February 2020



**Person Specification**

**Position Title: Business Support Assistant**

**Position Ref No:**

**Salary Grade: Grade 2**

**Directorate: Social Care**

**Service: Business Support**

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| **Essential Requirements** | **Method of assessment** |
| **Qualifications**   * GCSE pass in Maths and English (Minimum C Grade) * NVQ Level 2 in Business and Administration (or equivalent) | Application Form |
| **Experience of:**   * Experience of working within a busy fast paced office. | Application Form |
| **Knowledge and understanding of:**   * Understand written information. * Understand and interpret numerical information. * Understand and follow well-established and changing processes and procedures. |  |
| **Ability to: -**   * Ability to effectively use Microsoft Office to prepare documents, record information or input data. * Share information, obtain information and have dialogue with others either in person, over the telephone or in writing. * Critically evaluate information looking for flaws and limitations. * Bewell organised, working in a methodical, systematic way. * See tasks through and complete them within set guidelines. * Deliver high quality tailored services to meet needs and exceed expectations. * Work effectively within a busy team environment, be helpful and co-operative with others. * Work at a fast pace, and cope well with higher levels of workload. * Listen to others to assess requirements to respond appropriately and efficiently. * To be creative in working through problems and making decisions. * Be self-motivated and committed to excellent working practice. * To act and to make decisions in line with support plans, policies and procedures, being resourceful in the face of challenges. * Ability to work at a variety of office locations and to meet the travel requirements of the post. * Ability to work outside of normal working hours to meet the needs of the service. * Undertake necessary Training. | Application Form/Interview |
| * Commitment to Equal opportunities. | Interview |

**Author**: Carrie Mcgarry

**Date**: February 2020