

**Job Description**

**Job Title:** Business Support Assistant

**Salary Grade:** Grade 2

**SCP:** 5 -6

**Job Family:** Business Support

**Job Profile:** BS3

**Directorate:** Education Services

**Work Environment:** Office Based/Agile

**Reports to:** Business Support Team Leader

**Number of Reports:** N/A

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

1. **Purpose:**

To provide administrative support to a range of personnel including the Inclusions and Access Officer 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 Behaviour and Attendance panel 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 Business Support Team Leader or a member of the Education Senior Management Team.

**B. Key Responsibilities**

* Categorise and organise activities in line with the priorities provided by the Business Support Team Leader, Inclusion and Access Officer or member of the Education Senior Management Team
* Input and record data onto management information system and in accordance with statutory requirements
* 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 Business Support Team Leader or Inclusion and Access Officer 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 and liaise with the meeting chair to approve the minutes accordingly, making suggested amendments as required.
* Update and produce relevant meeting documents within the Management Information System or appropriate templates.
* Distribute meeting minutes and documents.
* Communicate to other professionals and parents the outcome of Panel meetings either by telephone or written documentation.
* Deal with day-to-day telephone queries from parents and professionals with the support and guidance of the Inclusion and Access Officer
* Ensure that TfC’s management information system is accurate and all information is recorded timely.
* Provide an overall administrative support via a range of tasks to the Education Services team
* There may be a requirement to work in a variety of locations as directed by the Business Support Team Leader or a member of the Education Senior Management Team 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 Education Services Team.
* 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 Support Team Leader

**D. Statutory Requirements**

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

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.

The postholder 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 postholder must comply with Together for Children Health & Safety rules and regulations and with Health & Safety legislation

**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 pace 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 packageAbility 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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