

Company Profile

Established in 2017, Together for Children is on a mission to improve services in social care, early help and education and engage the whole community in giving children and young people in Sunderland the best possible opportunity to thrive.

Our workforce is AMAZING with a passion for improving the life chances of children and young people. We all strive to make a difference, irrespective of our work vocation or specialism.

Reporting to:

**Ashley Robson, Tracey Swinbanks,
Samantha Pearson**

Business Support Officers

Direct Reports:

None

Location:

**Based at Sandhill Centre, Grindon Lane,
Sunderland and Stanfield Centre, Addison
Street, Hendon, Sunderland**

**Following completion of induction &
training, flexible & agile working is
available whereby teams spend alternative
weeks working between office and home
working**

Job Title: Business Support Assistant

Grade 2

Service Directorate

Children's Social Care

Purpose

To provide effective administrative support for children's social care teams, who support children, young people and their families.

The main duties include inputting and retrieving information into the Liquid Logic database, organising meetings, notetaking/minute taking, preparing, and sending letters and other office tasks to support our social work professionals. These are busy teams so the ability to be flexible, manage and prioritise workloads is essential to the service.

Responsibilities

- To contribute to the provision of an effective administrative service for a busy children's social care social work teams.
- To undertake a wide variety of administrative tasks including receiving/distributing mail, dealing with paperwork which needs actioning, scanning and distributing to appropriate teams.
- To answer incoming telephone calls and customer enquiries.
- To take accurate messages and forwarding calls.
- To perform reception duties, involving meeting and greeting customers.
- To support social work professionals with their administrative needs.
- To support Managers with their administrative needs.
- To collate and record information on the Liquid Logic database.
- To organise meetings and act as a notetaker/ minute taker as appropriate.
- To issue petty cash as required.
- To order goods and services via SAP.
- To type letters, reports, notes and other documents.
- To operate with sensitivity and tact and with a strong understanding of confidentiality.



North East
Better Health
at Work Award
Bronze Award

Statutory Requirements

- 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 and the NHS ICB information security standards, and requirements for the management and handling of information.
- Undertake 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.



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