

## 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.

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## Reporting to:

Family Centre Manager

## Direct Reports:

None

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## Location:

Hetton Centre, Welfare Road, Hetton le Hole, DH5 9NE

## Job Title – Business Administration Apprentice – Apprentice Rate

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### Service Directorate

Early Help – Family Centers – Localities

### Purpose of Job

The Early Help Directorate within Together for Children are looking to take on a keen Business Administration Apprentice

The successful applicant will provide Reception/Admin support where knowledge is required, in accordance with developed systems, statutory procedures, legislation, corporate standard and policies.

The role is varied, and duties include:

Maintaining data and ensuring that data is inputted in a timely manner. This will be completed within the identified performance standards

Maintaining records and IT systems

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

### Responsibilities

- Carry out a range of reception, clerical or petty cash responsibilities accurately to support the successful operation of the team or service.
  - Answering screening and forwarding incoming phone calls, checking voice messages, and passing on information to relevant staff.
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- Receive visitors into the Family Centre by greeting, welcoming, announcing and directing them appropriately, ensuring all families have completed a registration form before entry and all family centre users have signed in and out.
- Support the Early Help Team with photocopying as and when required.
- Daily sorting and distributing of mail to relevant staff, franking of mail ensuring it is taken to the post office daily.
- Input and amend data including family and financial information, records and reports using software or standard templates to meet data management and service monitoring requirements.
- To input activity registers onto Capita within the identified performance standards.
- Book meeting rooms in accordance with Health & Safety and ensure all relevant information is collated and recorded.
- Order office supplies and keep inventory of stock, ensuring stationary is stored in a tidy and organised way.
- Petty cash to be reconciled when required.
- Invoices and Purchase Orders to be completed when required
- Ensure personal compliance with all company policies and procedures.
- Attend regular team meetings to ensure the smooth running of the admin team

### Additional Information/ Other Requirements

- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms, and brochures)
- 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 as required to undertake the role.

- The post holder will always act in accordance with TFC company values.

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### Statutory Requirements

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

- Follow Child Protection procedures
  - 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.
  - 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.
  - 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.
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# Role Specification

Essential Requirements	
<b>Qualifications:</b> <ul style="list-style-type: none"> <li>3 GCSE grades A* to C including English and Math, or equivalent.</li> </ul>	Application Form
<b>Experience of:</b> <ul style="list-style-type: none"> <li>Using Microsoft Packages, including Word for the purpose of word processing.</li> <li>Using spreadsheets, particularly using Microsoft Excel.</li> <li>Being a young person who has accessed services TfC provide.</li> </ul>	Application Form
<b>Knowledge of:</b> <ul style="list-style-type: none"> <li>Issues facing vulnerable children and families, SEND and other additional needs nationally, regionally, and locally.</li> </ul>	Interview
<b>Ability to:</b> <ul style="list-style-type: none"> <li>Understand the need to deal with customers sensitively.</li> <li>Understand the need for confidentiality and secure data handling.</li> <li>See tasks through and complete them within set guidelines</li> <li>Share information, obtain information, and have dialogue with others either in person, over the telephone or in writing.</li> <li>Demonstrate good written and verbal skills.</li> </ul>	Application Form
<b>Ability to:</b> <ul style="list-style-type: none"> <li>Interpret and understand written and numerical information.</li> <li>Demonstrate good written and verbal skills.</li> <li>Understand and follow well-established and changing processes and procedures.</li> <li>Share information and obtain information from others through written/verbal communications and on the telephone.</li> <li>Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding</li> <li>Effectively use a PC to prepare documents, record information or input data.</li> <li>Listen to others to assess requirements and respond appropriately and efficiently.</li> </ul>	Interview

<ul style="list-style-type: none"> <li>• Attend such staff meetings, briefings and training as required by the Director of Early Help as part of the wider Early Help offer</li> <li>• Effectively use Microsoft Office to prepare documents, record information or input data.</li> <li>• Work effectively within a busy team environment, being friendly helpful, adaptable, enthusiastic, and co-operative with others.</li> <li>• Deliver high quality tailored services to meet needs and exceed expectations</li> <li>• Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding.</li> <li>• Undertake necessary training as required</li> <li>• Meet the travel requirements of the post</li> </ul>	
<ul style="list-style-type: none"> <li>• Commitment to Equal Opportunities</li> </ul>	Interview

Protecting our Wellbeing



**ASPIRATIONS:** We want a fit and healthy workforce who feel supported and know how to access support during varying periods of their lives. We want to provide access to a comprehensive wellbeing offer



me  
@TfC



**Become**  
Part of our team