



Job Title:	Business Support Assistant
Team/Service Area:	SEND Specialist Support Services Team
Directorate	Education
Salary/Grade:	2
Line Manager:	Team Manager
Direct Reports:	0
Location:	Agile: Base is at Bunny Hill

About Us

Established in 2017, Together for Children Sunderland 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 dedicated workforce strives to make a difference, irrespective of our work vocation or specialism.

We value diversity and actively seek candidates from all backgrounds, including various ages, disabilities, neurodiverse individuals, gender identities, sexual orientations, religions, beliefs, races, and cultural backgrounds. Our inclusive workplace culture fosters collaboration and excellence.

Find out more: [Find out more - Together for Children](#)

About the Role

To provide effective administrative support for the Specialist Support Team, which covers Portage, Autism Outreach Team (AOT), Children's Sensory Inclusion Team (CSIT), Language and Learning Partnership (LLP), Bespoke Education Team (BET) and Educational Occupational Therapy.

This role is exempt from the Rehabilitation of Offenders Act 1974 and therefore requires a satisfactory Enhanced Disclosure and Barring Service (DBS) Check.

Key Responsibilities

- Communicate effectively with parent carers, school staff, practitioners and other stakeholders, noting that some information may be sensitive.

- Carry out a range of technical, clerical, financial or transactional functions accurately.
- To raise Purchase Orders using the SAP system, order goods & raise invoices for training delivered by teams to schools and other stakeholders.
- Provide detailed, relevant and accurate information and support to the team to inform decision making and support the efficient running of the service, including the use of Excel spreadsheets.
- Escalate complex issues to the Lead Teachers/ SEND Specialist Support Services Team Manager.
- Create & amend data, records for individual children and young people using Teams folder structures.
- Attend meetings, produce accurate minutes and decision letters.
- Answering phone calls and email queries, taking detailed and accurate notes, signposting enquirers to relevant services if required.
- File, sort and index paperwork electronically and in hard copy including incoming and outgoing post.
- Support the digitalisation of team records by scanning and electronically storing record sheets with file structures.
- Maintaining high levels of data accuracy when dealing with sensitive information.
- To safeguard and promote the welfare of children and young people.
- Champion equity, diversity and inclusion in all aspects of your work and the communities you assist.

Our Expectations

You must undertake this role in accordance with the requirements set out below:

- Comply with Together for Children's Code of Conduct, People policies and procedures, Health and Safety Policy and EDI Statement.
- Uphold all relevant professional policies, standards and legislative requirements
- Adhere to the Data Protection Act 2018 and GDPR principles in relation to the management and handling of personal and/or sensitive information and respect the privacy of personal information managed by Together for Children Sunderland.
- Comply with the Freedom of Information Act 2000.
- Follow Together for Children Sunderland's and NHS ICB's information security standards.

This job description is a guide to the duties you will be expected to perform. It is not an exhaustive list, and you may be required to undertake other tasks and duties not

listed that are reasonably commensurate with the job role and grade of the post.
Where a fundamental change to the job description is needed this will be discussed with the postholder prior to any changes being made

Date: December 2025

Person Specification – Business Support Assistant

Essential Requirements	Method of Assessment
Qualifications - GCSE passes (4 to 9/or Grade C and above/or equivalent) in Mathematics and English Language - Level 2 in Business and Administration (or equivalent).	Application Form
Experience Previous experience in a similar role covering a broad range of support tasks and procedures.	Application Form / Interview
Knowledge and Understanding - Good working knowledge of Microsoft Office applications, particularly Excel and Microsoft Teams. - Knowledge of Education and SEND (desirable).	Application Form / Interview
Skills and Abilities - Ability to deliver workload tasks within deadlines and timelines. - Ability to take accurate notes and minutes with excellent keyboard skills, taking due care and attention to detail. - Ability to plan and prioritise work whilst working to competing deadlines. - Able to communicate effectively using spoken and written language skills. - Able to share and obtain information in writing, in person or over the telephone with a sensitive manner. - Able to follow standard operating procedures.	Application Form / Interview
Other Requirements - Demonstrates an understanding of, and ability to, promote equality of opportunity, diversity and inclusion. - Ability to meet the travel requirements of the post.	Application Form / Interview

Date: December 2025