



Job Title:	Business Support Assistant
Team/Service Area:	Family Hub
Salary/Grade:	Grade 2
Line Manager:	Family Hub Team Manager
Direct Reports:	0
Location:	Family Hubs

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

- Provide Business Support in a statutory service in line with national standards, where additional technical knowledge is required, in accordance with developed systems, statutory procedures, legislation, corporate standards and policies.
- Some transactional functions will be required, for example dealing with petty cash, processing invoices, or inputting financial data for service areas.
- Minute taking at meetings and ability to liaise with the Chair of the meeting, to amend the minutes accordingly.
- Requirement to potentially work over various locations/sites, covering different functions, as required by the Business Manager.

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

- Categorise and organise the room booking system, ensuring all bookings are risk assessed and appropriate equipment is available.
- Carry out a range of technical, clerical, financial or transactional functions accurately, to support the successful operation of the team and service.
- Ensure personal compliance with all regulatory and policy guidelines.
- Provide detailed, relevant, and accurate information to support customers and employees to make informed decisions, thus supporting the efficient running of the service.
- Advise managers/deputies of any concerns ensuring confidentiality and data protection of all information and documentation at all times.
- Escalate complex issues to the appropriate Business Support Officer.
- 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 to produce accurate minutes. Liaise with the chair to amend the minutes accordingly.
- Reception duties which will include some early evening cover for meetings.
- Maintain and submit data on various systems.
- Extract from various systems to support service delivery.
- Support the team manager to data cleanse as required.
- Be flexible within working practices of the setting, undertaking other responsible duties where needed.
- Read, understand, and adhere to all policies and procedures and to the safe running of the setting.
- Awareness of safeguarding, health and safety, to meet agreed objectives.
- Ability to work across a variety of locations/sites to support with cover for different functions as required by the Operations Manager.
- 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.

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: January 2026

Person Specification – Business Support Assistant

The essential requirements for this post and how candidates will be assessed are set out below. Where ‘application form’ is the method of assessment, candidates should evidence that they meet these criteria, to be successful at the shortlisting stage.

We encourage the use of different methods of assessment, including using skills-based assessments, as part of the selection process. Any assessments will usually be carried out prior to interview for shortlisted candidates. Examples include job-related tasks (e.g. analysis of data, in-tray exercise, case study analysis), presentation, group exercises, Children and Young People’s Panel.

Essential Requirements	Method of Assessment
Qualifications • GCSE pass in Math and English (Minimum Grade 4) • NVQ Level 2 in Business and Administration (or equivalent)	Application Form
Experience • Working in a busy, fast paced office • Working with data systems and processes	Application Form
Knowledge and Understanding • Keep informed of legislation, guidelines and policies to ensure the Children’s rights and needs are paramount. • Knowledge of procedures relating to the service, such as Family Hubs, Families First, Early Help, Family Help and Best Start • Working in a challenging and pressured environment • To support the facilitation of the setting / consideration of Inspection requirements	Interview / Skills-based assessment
Skills and Abilities • Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding. • Effectively use a PC to prepare documents, record information or input data. • Ability to effectively use Microsoft Office to prepare documents, record information or input data.	Skills based assessments / Interview

• Be self-motivated and committed to excellent working practice. • Be creative in working through problems and making decisions. • Interpret and understand written and numerical information. • Understand and follow well-established and changing processes and procedures. • Share information and obtain information from others through written/verbal communications. • Work outside of normal working hours to meet the needs of the service. • Work at a fast pace and cope effectively with high levels of work • Work flexibly and on own initiative • Listen to others to assess requirements and respond appropriately and efficiently. • Make decisions and problem-solve • Attend such staff meetings, briefings and training as required by the Director of Early Help as part of the wider Early Help offer • Support the Company and its partners during any relevant Inspections, including Ofsted inspections, providing such performance data, documents and analyses as are requested. Contribute to the Self-Assessment and other preparatory activities in respect of Early Help • Share information, obtain information, and have dialogue with others either in person, over the telephone or in writing • Work effectively within a busy team environment, be helpful and co-operative with others • Work at a variety of office locations and to meet the travel requirements of the post • Undertake necessary training as required • Meet the travel requirements of the post	
Other Requirements • • Commitment to Equal Opportunities	Interview

Date: January 2026

