

Job Title:	Business Support Assistant
Team/Service Area:	Business Support Social Care
Salary/Grade:	Grade 2
Line Manager:	Business Support Officer
Direct Reports:	None
Location:	TFC Building across the City

About the Role

The purpose of this role is to provide effective administrative support to children's social care teams, who work to safeguard and improve the lives of children, young people, and their families. Key responsibilities include accurately inputting and retrieving information from the Liquid Logic database, organising and coordinating meetings, taking notes and producing minutes, preparing and sending correspondence, and carrying out a range of office tasks. These duties are essential in ensuring that social work professionals have the support they need to deliver high-quality services to those who rely on them.

Key Responsibilities

- Collate and record information on the Social Care database.
- Organise meetings and act as a notetaker/ minute taker as appropriate.
- Monitor incoming correspondence and processing in line with procedures, receive customer enquires via phone and perform reception duties.
- General financial task such as issuing petty cash and ordering goods and services.
- Produce a variety of documentation including letter and reports to support the effective administration of the service
- 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: [28/11/2025](#)

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 3 GCSE passed (4 to 9 or equivalent) including Mathematics and English Language: and/or 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 - Microsoft Office application and Microsoft Teams - Good understanding of administration processes such as data input and meeting support.	Application Form/ Interview / Skills-based assessment
Skills and Abilities - High level of accuracy when completing Business Support task. - Proficient in using IT systems - Excellent written and verbal communication skills for liaising with colleagues and external partners. - Complete task in line with agreed timescale. - Flexible and adaptable approach to working in a busy, fast-paced environment.	Application Form / Skills based assessments / Interview

• Commitment to keeping knowledge and skills updated. • Communication effectively with colleagues and wider service area. • Ability to work independently while contributing positively to team objectives.	
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

Date: 28/11/25