



Job Title:	Business Support Assistant
Team/Service Area:	Targeted Youth Services
Salary/Grade:	Grade 2
Line Manager:	Prevention & Aspiration Manager
Direct Reports:	0
Location:	Thorney Close Family Hub/Agile

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

- Working in the Prevention and Aspiration team to support a short-term project as part of the Northeast Mayoral strategic authority youth guarantee funding. Fixed term until 31st March 2027 for 3 days (22.2hours) per week.
- The aim of the project is to improve the data recording and tracking of learners with Education healthcare plans (EHCP's) to ensure communication with the young person is up to date and their current situation and aspirations is recorded effectively.
- Working to support the careers and NEET and the SEN team to maintain young person records and contact young people via a variety of methods to ensure information is up to date.
- Using client database systems to record contacts and information efficiently.

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

- Contact young people and families via email, telephone and letter.

- Creation of Microsoft forms questionnaires to share with young people and families.
- Record interactions and communications in client database systems.
- Work effectively with spreadsheets and be able to track data and provide update reports to managers.
- Create young person records on client database systems
- Work collaboratively with SEN business support staff and careers team to share information and updates on communication with young people.
- Support the NEET agenda and look to promote continued engagement in education, employment or training.
- Create updates and maintain data analysis for funding requirements.
- Ensure personal compliance with all regulatory and policy guidelines.
- Advise managers/deputies of any concerns always ensuring confidentiality and data protection of all information and documentation.
- Maintain and submit data on various systems.
- Extract from various systems to support service delivery.
- Support the team manager to cleanse data as required.
- Read, understand, and adhere to all policies and procedures and to the safe running of the setting.
- 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: August 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.

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 challenging and pressured environment • Working with data systems and following processes • Direct communication with young people and families • Working within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding.	Application form/ Interview
Knowledge and Understanding • Barriers to learning and employment for SEN young people (Desirable) • Knowledge of Education and SEND (Desirable)	Application form/ Interview
Skills and Abilities • Ability to effectively use Microsoft Office programmes to prepare documents & spreadsheets, record information or input data. • Able to communicate effectively using spoken and written language skills. • Ability to plan and prioritise work whilst working to competing deadlines.	Interview / Assessment

• Work flexibly and on own initiative • 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 • Undertake necessary training as required	
Other Requirements • Demonstrates an understanding of, and ability to, promote equality of opportunity, diversity and inclusion.	Interview

Date: August 2026