



Job Title:	Expert at Hand Business Support Officer
Team/Service Area:	School Improvement & Early Years
Salary/Grade:	3
Line Manager:	Education Data Officer
Direct Reports:	0
Location:	Together for Children Offices / Agile working across Sunderland

Your normal place of work will be at a Together for Children recognised workplace in Sunderland; however, you may be required to work flexibly across other Company-recognised locations in line with service needs.

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](#)

Purpose of the Role

To provide effective, accurate and responsive administrative and business support to the Expert at Hand service. The postholder will support the coordination of requests from schools, settings, families and partners; maintain accurate records and service information; coordinate Expert at Hand meeting groups; prepare agendas; take minutes; support diary management for members of the Education Senior Leadership Team and wider directorate; and undertake routine financial administration, including ordering, payments and invoice processing, in accordance with agreed procedures.

The role requires the postholder to work within agreed procedures, use initiative to manage competing administrative demands, and provide a professional point of contact for stakeholders. The postholder will be expected to handle information sensitively, maintain confidentiality and contribute to the effective delivery of timely support to children, families, schools and early years settings.

Main Duties and Responsibilities

- Provide day-to-day administrative and business support to the Expert at Hand service, ensuring tasks are completed accurately, within agreed timescales and in line with service procedures.
- Act as a first point of contact for routine enquiries from schools, settings, families, professionals and partner agencies, responding appropriately and escalating more complex matters where required.
- Support the coordination of referrals, requests for support and service activity, ensuring information is logged, tracked and updated accurately on relevant systems.
- Coordinate all Expert at Hand meeting groups, including scheduling meetings, preparing agendas, circulating papers, recording accurate minutes and tracking agreed actions.
- Provide diary management and administrative support for members of the Education Senior Leadership Team and wider directorate, arranging meetings, coordinating availability and supporting effective use of time.
- Prepare and issue correspondence, emails, reports, agendas, minutes and other standard documents on behalf of the service, ensuring communication is professional, accurate and appropriate.
- Maintain filing, document management and information systems so that records are accessible, accurate and compliant with data protection requirements.
- Undertake other duties appropriate to the grade of the post as required to support the effective operation of the service.

The postholder is expected to understand and fulfil their responsibilities for safeguarding and promoting the welfare of children, young people and vulnerable adults. This includes following Together for Children policies and procedures, recording and sharing information appropriately, and escalating any safeguarding concerns without delay.

The postholder may be required to work flexibly across Together for Children recognised workplaces in Sunderland and to support meetings or service activity as required. The postholder must comply with corporate policies, information governance requirements, equality, diversity and inclusion commitments, health and safety requirements and all relevant statutory responsibilities.

Our Expectations

The postholder must comply with Together for Children's Code of Conduct, people policies and procedures, health and safety requirements, equality, diversity and inclusion commitments, safeguarding responsibilities, GDPR, the Freedom of Information Act 2000 and information security standards. This job description is a guide to the duties expected of the postholder and is not exhaustive. The postholder may be required to undertake other duties that are reasonably commensurate with the grade and purpose of the role.

Person Specification

Essential Criteria	How this will be assessed
Holds, or is able to evidence working at, NVQ Level 2 or equivalent standard in business administration, customer service or a related area.	Application form / certificates
Can evidence experience of completing administrative tasks in a busy service environment, including responding to enquiries, maintaining records, preparing documents and meeting agreed deadlines.	Application form / interview
Can demonstrate experience of supporting meetings and diary coordination, including arranging meetings, preparing agendas, circulating papers, taking accurate minutes and recording actions.	Application form / interview / written exercise
Can demonstrate confident use of Microsoft Office and electronic systems to manage email, calendars, documents, spreadsheets and accurate service records.	Application form / interview / practical exercise
Can evidence experience of supporting routine financial administration, such as processing orders, invoices or payments, checking information for accuracy and escalating queries appropriately.	Application form / interview
Can provide examples of communicating professionally with a range of stakeholders, giving clear information, managing routine enquiries and recognising when matters need to be escalated.	Application form / interview
Can demonstrate the ability to organise and prioritise competing tasks, follow agreed procedures, maintain confidentiality and handle information in line with data protection and safeguarding requirements.	Interview / scenario question
Can demonstrate a professional, discreet and inclusive approach, with a clear commitment to providing a courteous, reliable and accessible service.	Interview

Date: September 2026