Job Description

Job Title:	Business Manager - Early Help Prevention & Community
Salary Grade:	Grade 8
SCP:	31 - 35
Job Family:	Organisational Support
Job Profile:	OS4
Directorate:	Early Help
Job Ref No:	
Work Environment:	Office
Reports to:	Prevention, Innovation and Assurance Service Manager
Number of Reports:	0 (but may have management responsibilities in future)

Your normal place of work will be Thorney Close Family Hub, but you will also frequently be expected to work from other TfC sites and with community partners.

A. Purpose

To work with and support the Ealy Help Service to manage their performance and data, budget, IT requirements and recruitment issues, organisation of the workload within the team and provide a QA function for the Early Help Service. Ensure delivery of Key Performance Indicators, effective partnerships, engagement and development to ensure continuous service development and improvement within the Service.

A level of knowledge and experience of Early Help and function is desirable for this role.

B. Key Responsibilities

- To develop and maintain the provision of high-quality business support to Early Help ensuring that there are effective and efficient processes in place to support high quality delivery of services.

- To support Early Help by organising and prioritising the workload according to the needs of the service, ensuring that work is completed on time and to the standards required of the service.

- Implementing and maintaining effective processes and systems in line with best practice, ensuring they are regularly reviewed and updated.

- Implementing systems to ensure effective oversight on budget requirements to support Senior Managers.

- Develop and maintain technical knowledge in accordance with developed systems, statutory procedures, legislation, corporate standard and policies.

- Developing creative solutions to issues as they develop across the service area with regard to practice, policy and performance.

- To support senior management in multi-agency and partner participation.

- Develop and maintain effective processes that support all managers with collation of information and data to identify and set performance measures and indicators.

- Supporting managers in the preparation of specialist reports and performance improvement work.

- To take lead responsibility for all statutory return for Early Help.

- To take lead responsibility for the overall premises' management and Health and Safety requirements.

- To assist in analysis of data to ensure managers are provided with the correct information to support service development. MS Excel will be a primary tool for handling data. As such, an intermediate level of MS Excel skill is required for the role e.g. ability to use formula such as SUMIFS, COUNTIFS, XLOOKUP, VLOOKUP, INDEX/MATCH

- To support the delivery of the Early Help Audit and Performance Monitoring Programme

- To collate and analyse the data arising from the Quality assurance framework

- To support the development and dissemination of practice standards across Early Help

- To assist Service Managers and Heads of Service in coordinating quality and performance monitoring activity within those services and to assist with the reporting of performance information and contributing to corrective action to assist

- To work flexibly across Together for Children and provide support, responding to the needs of the organisation to meet priorities and demanding deadlines.

C. Additional Information/Other Requirements

- Other duties and responsibilities allocated which are appropriate to the grade of this post.

- The post holder will be required to travel as required to undertake the role.

- The postholder may occasionally be required to work outside of normal office hours to meet service requirements.
- The post holder will always act in accordance with TFC company values.

D. Statutory Requirements

In line with the Together for Children's Statutory Requirements, all employees should:

- Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland's records and information, and respect the privacy of personal information held by Together for Children Sunderland.

- Comply with the principles and requirements of the Freedom in Information Act 2000.

- Comply with the Together for Children Sunderland's information security standards, and requirements for the management and handling of information.

- Use information only for authorised purposes.

- The postholder must carry out his or her duties with full regard to Together for Children Equal Opportunities Policy, Code of Conduct and all other policies.

- The postholder must comply with Together for Children Health & Safety rules and regulations and with Health & Safety legislation.

Date: 20/08/2026 (JS)

Person Specification

Job Title: Business Manager

Essential (E) & Desirable (D) Requirements	
Qualifications: • Degree in an appropriate discipline and/or current significant experience in a similar role and Level 2 English and mathematics (Grade C GCSE or equivalent) (E)	Application Form/Interview
Experience of : • Research, Collate, analyse and summarise data and present this information back within an appropriate format • Oversee and monitor compliance and quality and work with management and partners to implement improvements. This includes highlighting strengths and risks to support service development (E) • Working with internal and external stakeholders to implement systems and processes (E) • Be self-motivated, resilient and committed to excellent practice with experience of working at a fast pace and coping well with higher levels of workload (E)	Application Form/Interview
Knowledge and understanding of: • Clear knowledge and understanding of performance frameworks and ability to use data tools such as Excel to assist in data capture and analysis. an intermediate level of MS Excel skill is required for the role e.g. ability to use formula such as SUMIFS, COUNTIFS, XLOOKUP, VLOOKUP, INDEX/MATCH (E)	Application Form/Interview
Ability to: • Share and simplify complex information in a variety of formats to a range of audiences (E) • Effectively engage with a range of individuals / professionals including establishing direction and influence others towards shared goals, empower inspire and motivate individuals(E)	Application Form/Interview
• Commitment to Equal opportunities (E)	Interview

Date: 20/10/2026 (JS)