



Job Description

Business Support Administrator

Job Details	
Grade	A
Number of Posts	1
Department	Business Support
Reporting to	Business Support Team Leader

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.



- young people ready for and contributing to adult life.
- children and young people safe from harm.

Our Values:

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

Overview of the role:

To act as support administrator for Social Work and other Trust staff ensuring proactive organisation, administrative support and that processes are maintained in a timely and accurate way so that the best outcomes are achieved for Children Young People and Families.

Key Responsibilities:

- Provide high quality business support services to internal/external customers, within the parameters of the services' business agreement.
- Organise meetings and events in liaison with other relevant officers and outside agencies and produce outputs in a timely manner.
- Support and document meetings (which could include sensitive situations) in the appropriate manner producing outputs in a timely manner.
- Maintain general reception duties providing frontline customer response service and resolving basic queries.
- Take clear messages via telephone and/or email and passing them on effectively.
- Undertake a range of predefined routine administrative tasks.
- Administer business processes and systems ensuring accuracy and timely outcomes.
- Securely maintain complex data accurately including provision of routine management information.
- Maintain filing systems, entering and retrieving information from electronic databases.



Will this position have Line Manager responsibility?	Dropdown Options: <table border="1"><tr><td>Yes</td><td></td></tr><tr><td>No</td><td>x</td></tr></table>	Yes		No	x
Yes					
No	x				

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Essential	Method of Assessment (M.O.A)
Qualifications	5 GCSE Grade C including English and Maths or AF/I equivalent qualification or experience (NVQ 2 in Business Administration)	AF/ I
Skills	Good literacy and numeracy skills	AF/I
Skills	Good basic IT skills	AF/I
Skills	The ability to independently interpret and analyse information and facts to solve varied problems	AF/I



Skills	The ability to communicate in person and/or in writing, a variety of information to a range of people	AF/I
Skills	The ability to manage a process, ensuring accurate and timely outputs	AF/I
Skills	The ability to use the keyboard with some precision and speed	AF/I
Skills	The ability work with some initiative and little supervision	AF/I
Skills	Ability to organise, support and appropriately document meetings ensuring timely and quality outputs	AF/I
Skills	The ability to work under pressure including meeting deadlines and dealing with interruptions	AF/I
Skills	The ability to cope with situations where there is an emotional demand arising from the work being undertaken	AF/I
Skills	The ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision	AF/I
Skills	Experience of handling and processing manual or computerised information	AF/I
Skills	Understanding of Customer Service	AF/I
Skills	To have the ability to speak the English language	AF/I

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

