BIRMINGHAM CHILDREN'S TRUST

Job Description

Business Support Officer

Job Details	
Grade	B
Number of Posts	5
Department	Birmingham Families First
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 proactively and independently support Social Work or other Trust staff ensuring processes are maintained in a timely and accurate way, that solutions to issues are made in line with delegated authority and in line with policy 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.
• Responsible for administration and routine management of a range of efficient administrative processes and procedures in order to support the operation of the service area ensuring accuracy and timely outcomes.
• Act as an initial escalation point for the resolution of unusual situations by providing advice and guidance to business support assistants.
• Monitor and supervise work of a small team, including line management as required, and proactively manage any potential risks and/or conflicting priorities.
• To demonstrate positive personal behaviours, being a positive role model and championing the organisations vision and values
• Oversee the provision of an effective customer response service and take independent decisions on less routine enquiries.
• Organise, support and document sensitive meetings in the appropriate manner producing outputs in a timely manner.

• Undertake research and information gathering activities and provide management information data as requested.
• Undertake and be responsible for a range of financial administrative tasks at team level in accordance with relevant procedures.
• Assist in maintaining inventory and manage equipment including troubleshooting of basic hard/software problems, working closely with relevant parties.
• Ensure that the full range of complex data is accurately and securely maintained and retrieved within the team in a timely manner, including the provision of accurate management information.
• Ensure that the use of ICT is maximised within the team to enhance the efficiency and quality of support and service provision.
• Demonstrate continuous improvement, creative thinking and flexibility to improve performance, and meet demand across business support services.
• Interact sensitively, professionally and maintain confidentiality when dealing with colleagues and customers.
• Comply with relevant statutory regulations which include (but are not limited to), health and safety, data protection, GDPR.
• Accommodate relevant activities or duties commensurate with the nature and grade of the post.

Key Information

Is a Safeguarding Check needed? *(DBS and Experian background checks)*

Dropdown Options:

Not Required	
Required	**X**

If Required, what type:

	Children	**Adults**	**Children and Adults**
Basic			

	<table><tr><td>Enhanced</td><td>X</td><td></td><td></td></tr></table>
Will this position have Line Manager responsibility?	**Dropdown Options:** <table><tr><td>Yes</td><td></td></tr><tr><td>No</td><td>X</td></tr></table>

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Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	**Method of Assessment (M.O.A)**	**Essential**
Qualifications	AF/I	To have a broad range of practical & procedural knowledge of office administration or to hold a relevant qualification such as NVQ level 2 or equivalent
Experience	AF, I & E	Experience of managing a number of conflicting priorities, the ability to organise own workload and decide priorities
Experience	AF/ I	Experience of managing a group of staff ensuring clear expectations and driving outcome focused performance
Experience	AF/ I	Experience of handling and processing manual or computerised information
Experience	AF/ I	Evidence of willingness for continuous professional development
Skills	AF/ I	Good literacy and numeracy skills
Skills	AF/ E	Good ICT skills
Skills	AF/ I	The ability to independently interpret and analyse information

		and facts to solve varied problems
Skills	AF/ I	The ability to communicate complicated or sensitive information with varied audiences in person and/or in writing
Skills	AF/ I/ E	The ability to use the keyboard with some precision and speed
Skills	AF/ I	The ability to organise, support and record meetings appropriately
Skills	AF/ I	The ability to use own initiative to respond independently to difficult problems and unexpected situations
Skills	AF/ I	The ability to work under pressure including meeting deadlines and dealing with interruptions
Skills	AF/ I	The ability to cope with situations where there is an emotional demand arising from the work being undertaken.
Skills	AF/ I	The ability to resolving internal/external issues and providing a solution focused response
Skills	AF/ I	The ability to manage a process, ensuring accurate and timely outputs.
Skills	AF/ I	The ability to account for or be accountable for financial resources – budget monitoring/reporting

Skills	I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by **Part 7 of the Immigration Act 2016**

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.