



## Job Description

### Business Support Assistant – Child Protection Conferencing

Job Details	
<b>Grade</b>	2
<b>Job Evaluation Number</b>	
<b>Number of Posts</b>	1
<b>Department</b>	Child Protection Conferencing – Business Support Services
<b>Reporting to</b>	TBC

#### 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

**Key Responsibilities**

To provide efficient, effective and consistent Professional Support Services that meet the needs of the business.

- To provide high quality Professional Support services to internal/external customers communicating appropriately and ensuring their needs are met within the service's Business Agreement including switchboard/reception provision and undertaking a range of clerical tasks.
- To fully support meetings as required by the business, including the provision of note-taking as requested and the production and distribution of outputs in a timely manner.
- To place orders and monitor stock as appropriate.
- To operate and maintain administrative systems (e.g. monitoring, recording and processing of information) to ensure the delivery of the Professional Support function in a consistent and responsive manner across in business.
- To administer business and financial processes, including handling monies and dealing with queries as appropriate.
- To provide accurate file/data records and maintenance for example ensuring data quality/archiving, retention and distribution of information and records as per data protection requirements.
- To ensure that confidentiality is maintained in all areas and to ensure compliance with Data



Protection Act principles.
<ul style="list-style-type: none"><li>To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues appropriately as they arise.</li></ul>
<ul style="list-style-type: none"><li>To work flexibly and as part of a team to ensure cover of all aspects of Professional Support and to provide continuity of service.</li></ul>

Key Information	
Is a Safeguarding Check needed?	<ul style="list-style-type: none"><li>Not Applicable</li></ul>
Will this position have Line Manager Responsibility?	<ul style="list-style-type: none"><li>No</li></ul>

### 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	To possess, or be willing to work towards, a relevant customer service qualification, such as ICS Communication Levels.
Training	AF/I	Willingness to undertake on-going professional development (CPD) and participating in supervision and team meetings
Experience	AF/I	Experience of providing clerical support including use of a wide range of office equipment and work processes.
Experience	AF/I	Previous telephone/reception experience in dealing with



		members of the public and professionals.
Experience	AF/I	Experience of dealing with a number of conflicting and changing priorities effectively to achieve business objectives.
Experience	AF/I	Experience of using IT for a range of office functions, e.g. Microsoft Word/Excel/PowerPoint.
Skills	AF/I	An ability to support meetings, including the provision of note taking and recording of actions, as requested by the business.
Skills	AF	Ability to communicate effectively at all levels within an organisation, both orally and in writing, where maintaining confidentiality is paramount.
Skills	AF	Attention to detail with an ability to work accurately e.g. literacy and numeracy.
Skills	AF	Ability to work on own initiative with a pro-active approach to all tasks to ensure business objectives are met.
Skills	AF	Knowledge of relevant legislation/policies and their implications for the Directorate (e.g. FOI, Data protection Act.
Skills	AF	An ability to work flexibly as part of a diverse team environment, providing cover when needed to ensure continuity of service provision, and the ability to multi-task to cover other roles within the team
Skills	I	An ability to fulfil all spoken aspects of the role with

		confidence using the English Language as required by <b>Part 7 of the Immigration Act 2016</b>
--	--	--

**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.**

