BIRMINGHAM CHILDREN'S TRUST

Job Description

Business Support Assistant

Job Details	
Grade	A
Number of Posts	2
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

Key Responsibilities
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. To work flexibly across the service to meet the needs of the business, ensuring professional and proactive support To be an administrative specialist in one of the following areas: • Team Support • Contact and Reception • Legal Clerk • Financial Administration
• 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.
• Receive, sort and distribute incoming/outgoing post.
• Undertake a range of financial administrative tasks in accordance with relevant procedures.
• Check and monitor office equipment bringing any issues to the attention of the supervisor.
• Interact sensitively, professionally and maintain confidentiality when dealing with colleagues and customers.
• Undertake the routine opening and closing of the building where necessary and ensure appropriate safety and security in line with agreed policies.
• Demonstrate continuous improvement, creative thinking and flexibility to improve performance, and meet demand across business support services.
• To demonstrate positive personal behaviours, being a positive role model and championing the organisations vision and values.
• 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?	• Not required
Will this position have Line Manager Responsibility?	• No

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	5 GCSE Grade C including English and Maths or equivalent qualification or experience (NVQ 2 in Business Administration)
Qualifications	AF/E	Good literacy and numeracy skills
Qualifications	AF	Good basic IT skills
Experience	AF	Experience of handling and processing manual or computerised information
Experience	AF/I	Understanding of Customer Service
Skills	AF/I	The ability to independently interpret and analyse information and facts to solve varied problems
Skills	I	The ability to communicate in person and/or in writing, a variety of information to a range of people
Skills	AF/I	The ability to manage a process, ensuring accurate and timely outputs
Skills	AF/I	The ability to use the keyboard with some precision and speed
Skills	AF/I	The ability to work with some initiative and little supervision
Skills	AF/I	Ability to organise, support and appropriately document meetings ensuring timely and quality outputs
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 work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision
Skills	AF/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.**
Skills	I	Must be required to have a clear understanding and commitment to equality, diversity and inclusion matters and to promote anti-discriminatory practices and behaviours.
Desirable	AF/I	Certificate in keyboarding
Desirable	AF/I	Microsoft office
Desirable	AF/I	Experience of working for local government or a Children's services related sector or similar environment
Desirable	AF/I	Evidence of continuous professional development

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.