BIRMINGHAM CHILDREN'S TRUST

Job Description

JOB TITLE Business Support Administrator

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

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.
- 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? *(DBS and Experian background checks)*	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	ESSENTIAL	**Method of Assessment (M.O.A)**
Skills	• To have a broad range of practical & procedural knowledge of office administration or to hold a relevant qualification such as NVQ level 3 or equivalent experience	AF/I
Skills	• Good literacy and numeracy skills	AF/I
Skills	• Good ICT skills	AF/I
Skills	• The ability to independently interpret and analyse information and facts to solve varied problems	AF/I
Skills	• Experience of managing a number of conflicting priorities, the ability to organise own workload and decide priorities	AF/I

Skills	• The ability to communicate complicated or sensitive information with varied audiences in person and/or in writing	AF/I
Skills	• The ability to use the keyboard with some precision and speed	AF/I
Skills	• The ability to organise, support and record meetings appropriately	AF/I
Skills	• The ability to use own initiative to respond independently to difficult problems and unexpected situations	AF/I
Skills	• Good understanding of customer service having worked in customer facing environments	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 resolving internal/external issues and providing a solution focused response	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 managing a group of staff ensuring clear expectations and driving outcome focused performance	AF/I
Skills	• The ability to manage a process, ensuring accurate and timely outputs.	AF/I
Skills	• The ability to account for or be accountable for financial resources – budget monitoring/reporting	AF/I
Skills	• Experience of handling and processing manual or computerised information	AF/I
Skills	• Evidence of willingness for continuous professional development	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.