

Role Title: Business Support Officer
Salary: Band 6
Location: Various BCFT
Reports to: Business Support Manager

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

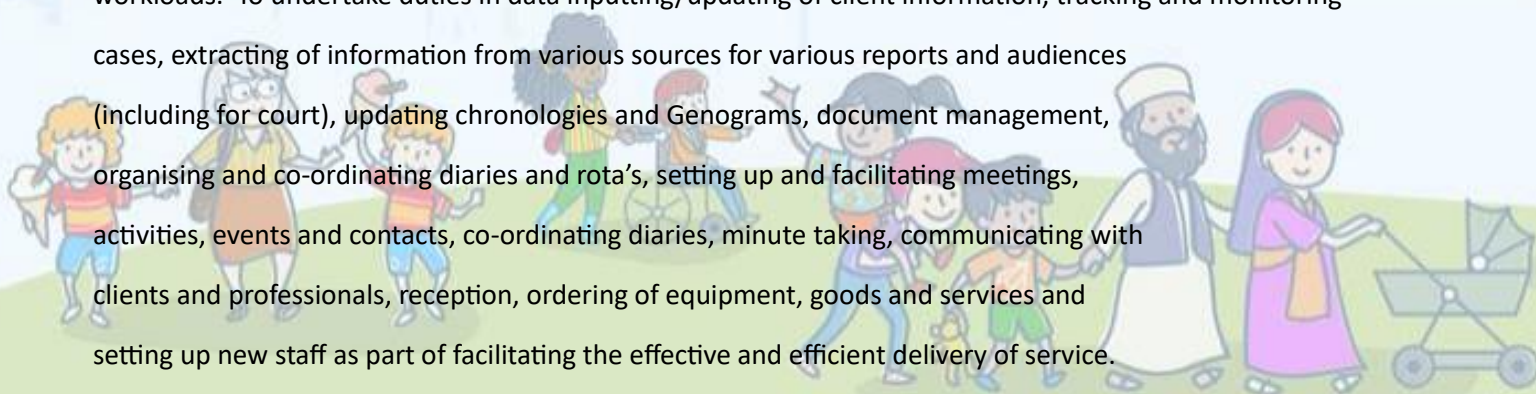
Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Role Summary

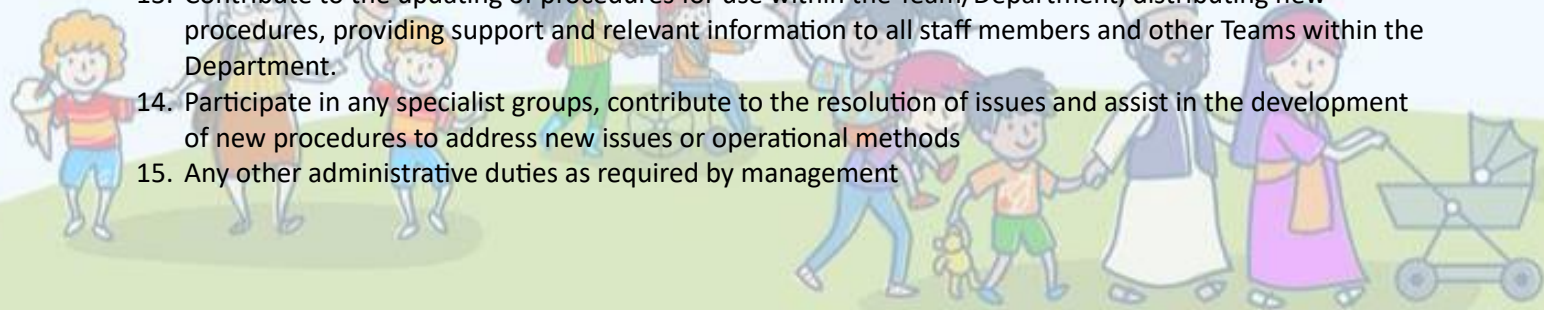
To provide a support service to a team of professional practitioners within Children's Services in safeguarding children and young people, promoting their welfare and maximising their life chances through working with practitioners in managing their workloads. To undertake duties in data inputting/updating of client information, tracking and monitoring cases, extracting of information from various sources for various reports and audiences (including for court), updating chronologies and Genograms, document management, organising and co-ordinating diaries and rota's, setting up and facilitating meetings, activities, events and contacts, co-ordinating diaries, minute taking, communicating with clients and professionals, reception, ordering of equipment, goods and services and setting up new staff as part of facilitating the effective and efficient delivery of service.



Main Duties and Responsibilities

To provide a wide range of support service function to Practitioners, to include:

1. Accurate inputting and updating of data on to a range of information systems including and spreadsheets in line with service user guidelines and procedures.
2. Extracting and collating of information to assist in preparing of reports and documentation for meetings and court under the guidance of the Practitioner as well as for FOI and Access to Information requests in an accurate and timely manner.
3. Supporting practitioners in updating case related information within information systems as well as case related documentation such as reports, assessments, chronologies and genograms.
4. Complete referral forms and applications on behalf of the Practitioner for other agency involvement, requesting of key identification documentation and in requesting the necessary searches, such as DBS's, on children, family members and significant others and monitor and chase up progress and support partner agency practitioners with their administrative tasks relating to their area of work
5. Organise electronic filing of documentation centrally and in a secure manner in readiness for circulation to those involved with the child or young person or for submission to court by secure means as authorised by the Practitioner.
6. Organise diaries and arrange meetings including booking venues, equipment and refreshments as required, schedule reminders for reports due for various meetings in preparing the practitioner in advance and create and update distribution lists linked to meetings and communication. Produce rotas / schedules as required within a designated area, these could be for activities, events, meetings, staffing and attendance in court ensuring there is cover for times of absence or high demand
7. Taking minutes in team meetings, away days and other team sessions as well as taking minutes in other areas in times of high demand when additional capacity is required and storing documentation securely and circulating to the relevant people by secure means
8. Monitor and deal with correspondence coming in both by e-mail to centralised e-mail boxes and by post.
9. Communicating with clients (sometimes distressed and/or angry) and professionals face to face, over the phone and in writing in dealing with enquiries. Where possible and when required, record information and / or pass on enquires as per departmental procedures. Provide a professional reception service, meeting and greeting clients and professionals and ensuring visitors sign in and are directed as appropriate.
10. Support Managers with the producing and uploading of supervision documentation, document management and with staffing administrative tasks relating to new starters, recruitment, absence and capability (including setting up, collating papers and taking and circulating minutes), supporting in the preparation for Inspection visits by Governing Bodies and any other duties as required by Managers
11. Place orders for equipment and services, pay out and reconcile petty cash and process financial transactions
12. Undertake and support in-house functions such as telephone answering, ICT Co-ordinator, print champion, stationary ordering, representation for the Building User Group, room booking management, Fire Warden / Marshall and First Aid. Where Business Support Officers are working within an office that requires assistant with Facilities Management duties, Business Support Officers to assist in opening and locking up, fire testing and drills, risk assessments and reporting and arranging maintenance repairs.
13. Contribute to the updating of procedures for use within the Team/Department, distributing new procedures, providing support and relevant information to all staff members and other Teams within the Department.
14. Participate in any specialist groups, contribute to the resolution of issues and assist in the development of new procedures to address new issues or operational methods
15. Any other administrative duties as required by management



About you

Experience

- The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Lower threshold or Advanced threshold level outlined under Special Knowledge above.
- 3 years' previous administrative experience
- Excellent IT skills in the use of a variety of software for data handling and transmission
- Excellent communication and customer service skills at all levels
- Excellent attention to detail
- Knowledge of Information and Financial Systems are desirable

Qualifications

- GCSE, (Level A-C in English and Maths) or equivalent
- RSA Level 2 or NVQ Level 2 in Business Administration or equivalent

Working Conditions

- Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.

Special Conditions:

- You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.



Safeguarding Responsibilities

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.

Successful applicants will be required to complete the relevant safeguarding checks. An DBS check will be requested.

We are an equal opportunities employer.

