

Role Title: Business Support Officer Learning and Development

Salary: Grade Band 6

Location: Bradford, Sir Henry Mitchell House

Report to: Learning and Development 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.

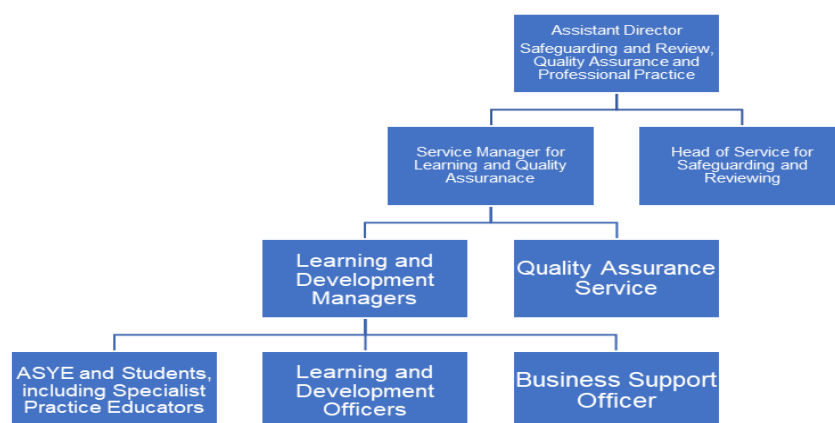
Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

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.

Learning and Quality Assurance Service Overview

The role sits within the Safeguarding & Reviewing service which is comprised as set out below.



Role Summary

The role requires the individual to support the Learning and Development Teams and the Specialist Practice Educator teams to ensure that the activity within the team is efficient and meets the needs of the wider service.

The role will include maintaining records and databases to enable information to be readily available and accessed to inform reports. This data will also be used to access funding streams from internal and external sources including the maintenance of financial workstreams.

The role will also support in developing of efficient processes, and procedures around progression, training and recruitment and provided administrative support for this activity.

The role will also offer Business Support Training to new BSO officers who join Bradford Children and Families Trust.

Main Duties and Responsibilities

- 1 You will be the main point of contact for the Learning and Development Team both internal and external customers, responding to enquiries efficiently and professionally.
- 2 Be responsible for developing and managing a range of effective administration processes to support the function of the team around for training, student / NQSW recruitment, progression and any other functions of the team.
- 3 Support the team in arranging delivery of training delivery including booking rooms, ensuring training packs are available, diary management, writing and circulating minutes and agendas where required
- 4 Procure and pay for goods and supplies in accordance with Trust Procurement procedures and policies ensuring compliance.
- 5 Provide financial and performance information to assist in the completion of internal and external financial and performance requirements



- 6 Maintain a range of information systems in line with service user guidelines and procedures. Maintain and update IT systems and programmes such as Evolve, SAP, and external portals where appropriate.
- 7 Work closely with the managers within the service to ensure the staffing structure is updated to reflect any changes for students, NQSWs and staff progression to ensure that the structure is relevant for use by the whole department for succession and sustainability planning.
- 8 Participate in any specialist groups, contributing to the resolution of issues and assist in the development of new procedures to address new issues or operational methods.
- 9 To participate in 'in-service' training and other training programmes as required, maintaining personal and professional development to meet the changing demands of the post.
- 10 Produce minutes and reports as required to support planning activity for the service.
- 11 Telephonist responsibility taking and distributing messages, logging and scanning of post.
- 12 Assist the recruitment officers with administration duties to support interviews as required which may include providing support to managers on interview panels.
- 13 Act in accordance with Data Protection Act principles and maintain confidentiality at all times.
- 14 To undertake any other duties commensurate with grade and overall level of the post.

About you

Knowledge and Experience- used for shortlisting

Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of Work.

Uses a range of complex IT packages relating to area of work.

Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery.



Knows and understands how to use, interpret, handle and communicate information.

Able to work flexibly to accommodate the needs of the service.

Able to implement, maintain and manage accurate information retention systems both manual and computerised.

Able to deal with internal and external customers both face to face and over the telephone.

Able to arrange events, manage diaries and service meetings, producing agendas and minutes.

Able to confidently handle, count and reconcile large sums of coinage and notes.

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.

Qualifications

A minimum of 3 year's office/clerical work including reception/telephone experience and provision of financial or management information via electronic systems.

A knowledge of HR recruitment processes would be advantageous.

Minimum RSA Stage 2 Typing or Wordprocessing OR NVQ Level 2 in Business & Admin (or demonstrable skills to this level)

'O' Level English Grade A-C, or equivalent or demonstrable skills to this level.

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.

Safeguarding

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. A DBS check will be requested. We are an equal opportunities employer

