

Role Title: Senior Business Support Officer
Salary: Band 8
Location: Bradford
Report to: Business Support Team 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.

Job Overview

To offer a highly confidential Business Support service within Children's Social Care in all Functions of Business Support, including setting up and facilitating weekly complex decision making panels, setting up and facilitating capability and absence hearings and Management Investigations, producing reports and support management in areas such as IT, HR, Recruitment and Data and Performance.

To develop and implement changes and improvements to internal procedures, to respond to changes in Government Policy and/or to streamline processes to improve the efficiency of the service and to ensure that Council wide and service specific information systems are operated accurately and efficiently and kept up to date in accordance with service user guidelines and procedures.

To deputise in the absence of the Business Support Manager, and line manage up to 6 Business Support Officer positions shared responsibility with the Business Support Manager in undertaking Supervisions with staff and support and coordinate the Business Support functions within the service ensuring the daily smooth running of the service and the demands of the service are being met.



Main Duties and Responsibilities

- Line manage up to 6 Business Support Officers and undertake Supervisions and annual appraisals with Business Support staff
- Offer a highly confidential dedicated Business Support function within the designated service area
- Communicate professionally at all levels with internal and external staff, partner agencies, other professional bodies and members of the public face to face, by phone and written communication
- Co-ordinate and administer complex decision making panels and meetings including liaising with staff and Managers within Children's Social Care and partner agencies (e.g. Health, Police, Education, Probation) to ensure effective contribution and participation in meeting processes
- Take and produce clear, relevant accurate records of decisions, recommendations and actions and minutes of meetings, including complex decision making panels, Management Investigations, capability and absence monitoring hearings within timescales and deadlines and circulate by secure means to relevant parties
- Undertake administrative tasks on information systems and liaise with relevant parts of the wider Service both internal and external such as for IT, HR, recruitment and performance
- Develop, record and update case information on a range of workflow trackers, performance trackers and in-house Information Database Systems as well as raise and resolve issues around missing data, incorrect data or missed deadlines as necessary
- Input, interrogate and extract information from a range of specialist databases and spreadsheets, acting in accordance with Data Protection Act principles and maintaining confidentiality at all times
- Provide regular, up to date and accurate, performance data to the Management Team and liaise with relevant staff within service areas to resolve issues and assist the Service in achieving performance targets
- Work with management in developing, agreeing and implement change and improvement within the service, including new processes and procedures ensuring all levels of governance
- Prioritise work activity and co-ordinate Business Support Staff in accordance with statutory requirements and timescales, and in agreement with Management
- Cover other areas of the service in the absence of its own Senior Business Support Officer as well as covering service demand across all Children's Services as required
- Make frequent decisions using own judgement, generally but not always, within established procedures and guidelines, regarding work priorities
- To maintain up to date knowledge of and apply complex internal processes and procedures
- Any other administrative duties as required by management



About You

We are looking for applicants who can demonstrate that they meet the following requirements:

Education

- NVQ Level 3 in Business Admin, or equivalent in a relevant subject
- English and Maths Grade A-C or 9-4 or equivalent

Experience

- Substantial experience of Business Support to Senior Management level
- Experience of minute taking
- Experience of prioritising the workloads of others
- Experience of supervising staff
- Experience of working with performance indicators
- Experience of developing and implementing new procedures and systems

Special Conditions



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 might be requested.

We are an equal opportunities employer.

