

Job Description

Job Details

Job title: Business Support Officer

Based at: North Shields / Middlesbrough / Sheffield/East Midlands

Reporting to: Business Support Manager

Responsible for: No direct report lines

1. Job Purpose

To contribute to the provision of a first-class fostering service for children through timely and efficient delivery of a first-class business administration support service to the agency and the services it operates. Provide an administrative service that organises, supports and administers specified processes that are required for the smooth operation of the agency. To work closely with the regions in the implementation of efficient processes and procedures to improve the level of service provided.

1. Main Duties and responsibilities

- Processing applications from prospective foster carers, including managing checks & references, working closely with the Form F Assessor and Recruitment Manager
- Maintain and administer foster carers electronic files, ensuring the information is current with a high level of accuracy.
- Co-ordinate, monitor and record statutory checks ensuring regulatory and procedural compliance.
- Be a counter signatory for DBS Checks, ensuring accuracy in the validation of confidential information.
- Schedule Foster Panels ensuring attendance is quorate.
- Prepare and co-ordinate documentation for Foster Panel meetings.
- Provide support and facilitation for relevant meetings including distribution of agendas and papers, taking and circulating minutes. Ensure meeting records represent an accurate account and include all relevant decisions.
- Work flexibly as part of a business support team contributing to a seamless cover of all duties and requirements. Ensuring that all the regional offices are covered during periods of annual leave and unexpected absence.
- Maintain and administer electronic files of children placed within the agency including the request of applicable documents from the Local authority and escalating where appropriate
- Administer Schedule 6 and Schedule 7 Notification Forms, including the accurate update of Ofsted's online notification portal.
- Co-ordinate, schedule and administer annual foster carer reviews, including the preparation of reports, ensuring strict deadlines are adhered to
- Prepare correspondence, reports, recordings, and other information, as appropriate
- Work closely with the Training Manager/Officer to create carer training schedules, including room bookings, travel arrangements for external trainers and publishing information on the agency's intranet
- Co-ordinate attendance of staff and foster carers to training events and meetings.
- Responsible for the processing of invoices, credit card bill, staff expenses and the distribution and reconciliation of petty cash

- Support the Assistant Director in the monitoring and update of agency wide policies and procedures
- To efficiently utilise and extract information performance management information from data bases and reports to inform business need.
- To ensure the distribution of internal and external mail, including special and recorded delivery
- Responsible for dealing with a wide range of telephone enquiries and correspondence professionally with a high standard of customer service – working on own initiative to act as appropriate
- Provide a first-class reception service, welcoming visitors and guests to the agency
- Manage room bookings and prepare rooms appropriately for meetings or training activities
- Co-ordinate the ordering of stationery and office consumables, liaising with suppliers, negotiating costings and querying invoicing anomalies
- To create, review and maintain business support process guidance and checklists
- To file information and archive material to ensure accurate retrieval and retention of documents
- To ensure the timely distribution of birthday cards and gifts to foster carers and children.
- To assist with the issuing of ID cards and maintenance of a central file
- Provide a high standard of administration support as required
- To promote high professional standards within every part of the service
- Contribute Team Fostering's commitment to innovation and continuous improvement.
- Contribute to own professional development by taking part in supervision, team days, training, appraisal
- Undertake any additional duties that their Line Manager considers appropriate for the position

2. Leadership and management

- To contribute to information sharing with agency management regarding business needs and local authority trends.
- To Contribute to the growth and development of the organisation by gaining a working knowledge, appropriate to your role.

3. Communication and Relationships

- To be part of the Business Support team and the wider regional team working with looked after children, working collaboratively to ensure good outcomes.
- To work in partnership with all stakeholders to ensure all those accessing the service receive a professional and coordinated response
- To work with the Business support team to ensure excellent delivery of services, including developing plans for the service.
- To attend and actively participate in team meetings and other meetings as required by the agency.
- To receive, process and communicate sensitive, complex information to a range of colleagues, carers and children and young people such as referral information
- To work with professional colleagues and to support them professionally
- To work with partner agencies at an appropriate level to offer an outstanding level of customer service
- To represent the Agency in a professional and exemplary manner in all aspects of work

4. Safeguarding Children and Young People

- To commit to safeguarding and promoting the welfare of children and young people and protecting them from risk of harm. The Agency recognises its responsibility to ensure safe and appropriate policies, working practices and systems are in place for all staff working with children and young people
- To comply with Team Fostering's Safeguarding Policy and promote the safeguarding of children throughout their work
- To undertake mandatory safeguarding training in relation to their work with children and young people

5. Confidentiality

- To safeguard the confidentiality of information relating to carers, children and young people at all times in accordance with agency policies and procedures.

6. Health and Safety

- To comply with Health and Safety regulations and guidance in the course of employment

7. Data Protection

- To comply with the Agency's policies and Data Protection Act in all aspects, with particular reference to the protection and use of personal data relating to carers and children and young people.
- To ensure all data is recorded accurately, timely, up to date and in a non-discriminatory manner.

8. Equality & Diversity

- To comply with the agency's equality and diversity policy and be able to demonstrate their commitment to the policy in all aspects of their work
- To actively promote equality of opportunity and an anti-discriminatory service.

9. Ethos and Values

- To subscribe to the ethos and ethical values upheld by Team Fostering and demonstrate those values in own everyday work

10. Additional Expectations

- Team Fostering does not allow smoking in the workplace
- The post is subject to an enhanced DBS check