



JOB TITLE: Business Support Officer Level 2 (Administrative Officer)
REPORTS TO: Business Support Officer Level 3 (Team Leader Administration)
DEPARTMENT:
JOB FAMILY: Business Support
GRADE: 6

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Deliver an effective, efficient, administrative service that is flexible to meet the needs of operational teams to enable the service to achieve agreed service objectives.

Action for Children protects and supports children and young people, providing practical and emotional care and support, ensuring their voices are heard, and campaigning to bring lasting improvements to their lives. To help us achieve this, the role will:

1. Provide a range of administrative and front of house services utilising organisational policies, procedures and digital systems.
2. Organise and progress the full range of activities associated with the management of business meetings, ensuring efficient and effective planning for a single or series of meetings, addressing timelines, notifying participants, venue\location (including use of digital technology), refreshments, agenda preparation, minuting and progress chasing agenda items and follow up actions.
3. Provide written, verbal and e-correspondence, in collaboration with management and operational colleagues, ensuring prompt, courteous and appropriate responses.
4. Undertake desk top research on behalf of colleagues and management to inform responses to correspondence received or to enable the completion of specific reports.
5. Produce presentations, written and financial reports for management, including formatting of information and data, which is consistent with organisational and regulatory standards.
6. Maintain and support the development of management information systems to enable the extraction, tracking and presentation of accurate data. To be responsible for the quality, accuracy and timeliness of data inputted and contribute to and implement approaches to improve the quality of data.
7. Utilise Action for Children's and other organisations operating frameworks and systems to input and source information. To prepare reports, as directed by management or colleagues.
8. Contribute to income and expenditure reporting, referring to budget and financial reports using Action for Children corporate systems and relevant databases.
9. Retain up-to-date and accurate records of financial transactions through the inputting and retrieval of data from information systems, including the payment of invoices, purchase orders and petty cash, card readers, on-line payments and P cards.

10. Provide a professional front of house service to welcome internal and external visitors, ensuring visitors experience is welcoming and professional to reflect our brand and values

Everyone who works at Action for Children should:

1. Demonstrate a commitment to Action for Children's defining statement, 'safe and happy childhood', and promote and incorporate Action for Children's Participation Standards as appropriate to your role.
2. Achieve the highest standards of safeguarding, whether through direct care provision or support activities to the children and young people who come into contact with our services, or by appropriately reporting concerns about any child or young person.
3. Promote our equality and diversity strategy locally, including linking with local equality and diversity frameworks to ensure best practice and to inform and develop appropriate action plans.
4. Demonstrate a willingness and ability to operate within a constantly changing environment and as such work priorities and targets may change.
5. Recognise that management reserves the right to make reasonable changes to the job purpose and accountabilities.
6. Undertake such other duties that occasionally arise, which will always ensure that children across the country have a safe and happy childhood and the foundations they need to thrive.
7. Work with other departments and countries to ensure that Action for Children's values (passionate, ambitious, collaborative and inclusive) are delivered.
8. Be familiar and compliant with health, environmental and safety policies and procedures. In the event of any serious risk, take immediate action to reduce this risk and inform senior management.

Internal contacts:

External contacts:

Job dimensions:

Number of direct line reports: c.0

Overall staff responsibility: c.0

Income target: £0

Expenditure:£0

Action for Children requires you to demonstrate:

	ESSENTIAL	ASSESSMENT METHOD (eg A,I,T)
QUALIFICATIONS	1. Business Administration S/NVQ Level 2 or equivalent qualification or work experience.	Certificate
EXPERIENCE AND TRAINING	2. Experience of using PC's on a business network running MS Windows and Office, along with Email and Internet and specific business applications i.e. finance. 3. Experience of providing a confidential, professional service and to work flexibly to meet the demands of the role	A I AI
SKILLS /KNOWLEDGE	1. To work within a team environment, demonstrating tact and diplomacy with other members of staff and where necessary to direct and guide. 2. Effective communication written and oral to a range of different personnel. 3. To take responsibility for a project or task and deliver within agreed timescales. 4. Attention to detail and willingness to learn new processes and demonstrate good practice to others 5. Proven track record in the use of IT packages to produce presentations and statistical data for the Department, 6. Proven track record of liaising with senior external stakeholders to co-ordinate key activities, 7. Ability to achieve set deadlines when dealing with specific requests with confidence and accuracy 8. Ability to present a range of information in a variety of formats to different audiences and within hierarchy. 9. Ability to respect confidentiality in the workplace and to provide a professional service to meet the demands of the role. 10. Understanding of importance of relevance of health and safety and diversity policies to the tasks associated with this post.	I A T I A I I I I A I I
OTHER ATTRIBUTES (including registration requirements and/or professional membership requirements).		

We are family



Our vision

Every child and young person in the country has a safe and happy childhood and the foundations they need to thrive.

Our values

We are

Passionate

We are passionate about all children having a safe and happy childhood.

Collaborative

We collaborate internally and externally with other organisations to get the best outcomes for children.

Inclusive

We strive to ensure all children are included. We don't ask 'if?'. We ask 'how?'

We are passionate about giving every child a safe and happy childhood. And we're all in it together. In our family, everyone is welcome. We get together to work hard and find solutions. Sometimes that means having big ambitions. But only by thinking big can we solve big problems.

Ambitious

We are ambitious for children and young people.

Our mission

We protect and support children and young people by:

- Providing practical and emotional care and support
- Ensuring their voices are heard
- Campaigning to bring lasting improvements to their lives