



**Building
stronger
families**
150 years

JOB DESCRIPTION

Job title: Business Support Officer

Service: Early Years Coordination Service

Salary: Grade 2 Point 11 – 15

Hours: 37 hours per week

Location: Staffordshire Children's Centre (this could include Cannock, Newcastle, Lichfield, Tamworth, Stafford, Staffordshire Moorlands, South Staffs or Burton)

Responsible to: Operational Manager

Summary of job:

To work as part of a large team to provide high quality business administrative support in all aspects of the work, taking primary responsibility for providing efficient and accurate financial and service information. To provide an effective, confidential administration service to the Operational Manager.

Key tasks and responsibilities:

1. To coordinate the annual budget process with the Operational manager building a draft budget using historical data, current knowledge and future planning.
2. To produce budget monitoring and other financial reports for the Operational Manager. To inform the Early Years Co-ordination Service Manager of any potential budget variance or financial weakness and budget variances or financial weakness and analysis of possible remedies.
3. To establish and maintain all financial systems and accounting procedures, ensuring they are continuously monitored and managed.
4. To monitor management accounts and provide interpreted statistical data for the Operational Manager. To maintain local income and expenditure spreadsheets for each District and review with EYC Service Manager.
5. To ensure user data is entered regularly and accurately and maintained effectively by quality monitoring data input.
6. To support the Early Years Coordination Service Manager and Operational Manager to complete contract monitoring, including collecting, analysing and disseminating information to provide a cross service view.
7. Reporting and recording of accidents, incidents, compliments, comments and complaints and keeping a central register of these.
8. Maintain records to ensure contract compliance is evidenced.

9. To ensure value for money is observed in all procurement arrangements, and to be aware of the best value principles of comparison, challenge, consultation and competition in financial management and use of resources. To ensure all procurement is in line with the organisation's procedures and financial standing orders
10. To ensure that financial regulations, audit requirements and the organisation's internal controls are followed at all times.
11. To support the Operational Manager in developing funding applications and business cases.
12. To maintain effective procedures for paid lettings and provision of services to trainers and other site users as set out in the Children's Centre Policies and Procedures. Support the Early Years Co-ordinators to maximise income through lettings and other activities.
13. To maintain local absence monitoring spreadsheet and highlight any concerns. Liaise with HR to ensure necessary correspondence is processed.
14. To assist local coordinators in producing publicity material, local newsletters and monitoring/evaluation reports.
15. To actively engage in the Children's Centre Ofsted inspection framework, which includes preparing information, supporting the development of the self evaluation form
16. To ensure safer recruitment and management of volunteers/staff.
17. To participate in in-service and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.
18. To have knowledge of services and be a point of contact for families/professionals if no one else is available.
19. To set up and maintain a range of electronic and manual office and administrative systems and provide information, advice and guidance to staff on administrative procedures.
20. To minute meetings such as the Family Improvement Boards, type letters, reports etc. on behalf of the Operational Manager and EYC Service Manager, making full use of Microsoft Office Word and Excel.
21. To co-ordinate diaries for meetings and source venues.
22. To carry out any other work as appropriate to the level and general nature of the duties of the post.
23. To maintain good working relationships with staff within the service and other external/partner agencies.
24. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being people focused
- b) Reflecting a 'can do' approach
- c) Striving for excellence in everything we do
- d) Having mutual respect for everyone we work with, work for and support through our services

- 25. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
- 26. Adhering to the Staffordshire County Council Policies and Procedures for Children's Centres.
- 27. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
- 28. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
- 29. To professionally represent Family Action to increase professional and public awareness of all Family Action's services and of the view and needs of service users.
- 30. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

Person Specification

1. Experience of managing multiple priorities and having the ability to ensure that deadline are met.
2. To have a good level of education / Business Administration qualification .
3. Experience of organisational, service and project development and team management.
4. Experience of using PC based databases and spreadsheets, to store, retrieve, analyse and disseminate information.
5. Ability to develop and maintain statistical and detailed records including spreadsheets.
6. To have sound experience of providing administrative support including the operation of financial systems.
7. Ability to use own initiative to identify issues, problem solve and implement solutions.
8. Ability to interpret information and devise policy or practice.
9. Financial and budgetary skills, with experience of working with performance management systems.
10. Ability to use local demographic / performance data to inform service planning and development.
11. Strong organisational /financial and planning skills.
12. Ability to draft reports and present information both verbally and in writing, in a variety of formats for a range of audiences.
13. Attentive to detail with meticulous working style.
14. Self-reliant and sufficiently assertive with the ability to take action and make necessary decisions as appropriate.
15. Reliable, punctual with the ability to work flexibly when required.
16. A demonstrated commitment to the values of Family Action with an understanding of Equal Opportunities and Diversity.
17. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services