



Brighter  
Futures for  
Children

[brighterfuturesforchildren.org](http://brighterfuturesforchildren.org)

## Business Administrator

Job Description & Person Specification

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## Job Information

<b>Post Title</b>	<ul style="list-style-type: none"> <li>Business Administrator</li> </ul>
<b>Reports to:</b>	<ul style="list-style-type: none"> <li>Business Support Team Leader (HOB 3) or Service Manager for Operating Area</li> </ul>
<b>Grade and Salary:</b>	<ul style="list-style-type: none"> <li>RG3m SCP 5-11, gateway progression at SCP 8</li> </ul>
<b>Location</b>	<ul style="list-style-type: none"> <li>Civic Centre</li> </ul>
<b>Direct reports to the post:</b>	<ul style="list-style-type: none"> <li>None</li> </ul>

## Job Purpose

Brighter Futures for Children is a not-for-profit company, owned by, but independent of, Reading Borough Council. Although we are independent, we are very much part of the Reading Family. Our people enjoy all of benefits as other Council employees including membership of the Local Government Pension Scheme and continuous service.

We work closely with partners in the local community and key organisations including Reading Borough Council, policy, public health and voluntary groups. We are responsible for the delivery of children's social care, early help & prevention, education services (including SEND). This also includes fostering and adoption, the Youth Offending Service and traded services with schools.

Our main aim is to protect and enhance the lives of the children of Reading. We help families find long-term solutions to ensure children lead happy, healthy and successful lives.

## Designation of Post within Company Structure


This post is located within Brighter Futures for Special Education Needs and Disabilities (SEND) Service.

### 1. Your role

The post holder will be expected to work as part of a busy SEND team in a creative environment where new ideas and ways of working to support children and young people are actively encouraged. This approach requires self-organisation, flexibility and adaptability to support the delivery and day to day running of the SEND Team.

The primary duties and responsibilities include:

- Inputting and extracting data from education management systems (e.g., Capita One/EMS) and spreadsheets and supporting improvements to the systems
- Dealing with and responding to a variety of contacts including telephone calls and emails ensuring appropriate message-taking or sign-posting with clear, precise and accurate information. Responding accurately to standard Frequently Asked Questions (FAQs)
- Managing requests for involvement and contacting parents and colleagues for updates, as needed
- Standard Customer Care competency to all service users/contacts (as a minimum)
- Monitoring and ensuring the forwarding/signposting from team mailboxes

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- Opening the post and logging/forwarding as appropriate
  - Preparing documents, scanning and indexing onto appropriate systems including use of SharePoint
  - Use of procurement systems to raise/receipt purchase orders, process invoices and general ordering of office stationery and equipment
  - Creating and sending mail shots containing flyers/letters and information
  - Organising travel and room bookings
  - Collating information for Subject Access Requests (SAR's) and Freedom and Information Requests (FOI's)
  - Updating service information packs when required
  - Taking notes at meetings and typing these up
  - Commitment to safeguarding and the welfare of children and vulnerable adults
  - To undertake any appropriate training to develop skills in meeting the changing needs of service users and BfFC
  - To take an active part in appraisal against priorities and targets agreed annually with the line manager;
  - Maintain clear and thorough records in accordance with service guidelines;
  - To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the company's health and safety rules and legislative requirements;

#### Criteria to progress through the Gateway

- Deal with challenging conversations confidently and effectively
- Assist in the collection, production and presentation of data required for management information
- To assist any reviews or revision of administration procedures and creating new workflow charts/procedures

Brighter Futures for Children is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. While this job description provides a summary of functions and responsibilities of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post.

## 2. Relationships – who you will work with

### Internal:

- SEN Case Officers
- Assistant Case Officers
- SEN Team Manager
- Finance colleagues

### External:

#### Develop and promote strong partnerships with:

- Education settings
- Young people, parents and carers
- Colleagues in Health
- Colleagues in other LA areas

## 3. What your performance will be measured against

- Targets set at probation, appraisal and 1:1s;
- Personal objectives set as part of your continuous professional development;

## 4. Your level of autonomy

- You will be required to work as part of a team as well as using your own initiative to deliver objectives

## 5. Personal Attributes

- Organised
- Good communication
- Friendly
- Approachable
- Calm
- Confident
- Reliable
- Flexible

## 6. Scope of Job (Budgetary/Resource Control/Impact)

This post involves working with a range of colleagues and stakeholders who may contact the team for various reasons. The post involves communications with parents and carers, and sometimes young people themselves (if over 16) on a daily basis.

All equipment and software must be used appropriately and competently and in accordance with BFFC policy. Effective team working is required at all times to maximise the use of the staff resources and skills to ensure adequate cover.

No budgetary responsibility

Purchase orders can be raised and receipted on behalf of the supported team.



## Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post	Enhanced with a check of the barring list(s)
If *, does the post require a check against the list of people barred from working with vulnerable adults?	YES
If *, does the post require a check against the list of people barred from working with children?	YES
What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)	NONE
Is this post “politically restricted”?	NO
Responsibility for Health & Safety:	Level 1
Please specify responsibility for implementing the company’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified	N/A
Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above	N/A

## Person Specification

### Qualifications & Education

#### Essential:

- GCSE grade C English Language, grade C Mathematics (or recognised equivalent)
- A demonstrable standard of numeracy to the level of completing accurate and appropriate arithmetic and statistical calculations without need for advice & support.

#### Desirable:

### Experience

#### Essential:

- An excellent demonstrable standard of working with a variety of ICT systems and software, including Microsoft Office suite (i.e. SharePoint)
- Experience in collection, extraction and processing of data.
- Previous office-based customer service or administration experience.

#### Desirable:

- Knowledge or experience of using Capita One or similar education management system
- To present data in an accessible way
- Experience working within a similar post.
- Some knowledge and/or experience of using a data visualisation tool (e.g., PowerBI, Tableau)

### Skills, Abilities & Competencies

#### Essential

- High Standard of demonstrable communication and interpersonal skills
- Able to type quickly with good level of grammar and punctuation
- Understand the rules of strict confidentiality and professional boundaries
- Ability to work under pressure and set and meet pre-determined deadlines where they may change at short notice
- To be flexible and adaptable to the wide range of duties undertaken
- Able to produce accurate and well-presented work
- Able to record and present standard numerical information. Able to check and interpret this information (to the level of recognising if it is inaccurate by being able to carry out basic checks and balances)
- Able to recognise and deal appropriately with non-standard enquiries from clients or members of the public on the phone and able to identify emergency situations that need immediate response
- Willingness to undertake training and learn new systems
- Ability to deal appropriately with potentially distressed and/or aggressive service users over the telephone. At the higher level for the post demonstrable ability and evidence required.
- Able to input and retrieve data accurately as required from a variety of IT systems



- Ability to work as part of a team and on own initiative with high levels of accuracy with minimal supervision

## Additional Working Requirements

### Essential:

- Job involves working with sensitive and confidential information about children and will be subject to an enhanced DBS check.