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| <b>JOB TITLE</b>    | Business Support Assistant Level 2 – Peri Role                                 |
| <b>TEAM</b>         | Family Hubs and Early Years Children’s Centres (front facing/customer service) |
| <b>DIRECTORATE</b>  | Resources                                                                      |
| <b>WORK BASE</b>    | Various                                                                        |
| <b>AUTHOR</b>       | SKC                                                                            |
| <b>LAST UPDATED</b> | 18/08/25                                                                       |

**Key Objective** – The Business Support requirements within a Children’s Centre are varied and the safety and comfort of our service users is paramount and excellent customer service is a key component of this.

The front facing, customer focussed role is pertinent to an effective Family Hub or Children’s Centre. The tasks listed below are primary responsibilities for this position and a key part of what the post holder will need to undertake. This will primarily be across a group of Centre’s in one area, but cover and support may be required at any Centre either remotely or within a reasonable travelling distance to minimise disruption to service users.

| <b>THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE</b>                                                                                                                                                 |
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| <b>Achieving the Family Hubs / Children's Centre Objectives and Targets for 2025 -26, this includes but is not exclusively:</b>                                                                      |
| <b>Health &amp; Safety / Property</b>                                                                                                                                                                |
| Complete Health & Safety checklists and take any actions required to ensure the inside and outside environments are safe for delivery as per existing processes                                      |
| Complete monthly compliance checks and take any actions required to ensure all property checks are up to date as per existing processes                                                              |
| Report all accidents or incidents that occur in the Children’s Centre via the AIR system.                                                                                                            |
| Support effective infection prevention and control by ensuring cleaning schedules and room checklists are completed by all services using the Centre and escalate any concerns                       |
| Escalate any concerns relating to the use of rooms to Business Support Team Manager or Locality Lead at the earliest possible opportunity and ensure accurate records are kept                       |
| Room checks (including shared areas, toilets and corridors) – regularly throughout the day or when notified/observed that there is an issue and raise any concerns to Property/Facilities Management |
| Tidy Reception/Foyer and Café Area (if applicable) when notified/observed that there is an issue                                                                                                     |
| Dedicated Contact point for the centre queries and signposting.                                                                                                                                      |
| Complete centre inductions and review annually for all existing keyholders or cover staff                                                                                                            |
| Keys and emergency fob (if applicable) issued to appointed key holder and records/logs updated and Centre specific information shared to promote safe lone working/key holding                       |
| Sign in and out sheets up to date                                                                                                                                                                    |
| Washing / drying of all soft furnishings including towels, blankets and cushion covers                                                                                                               |
| Raising tickets with the Property Service Centre regarding property issues, maintaining property spreadsheets where required                                                                         |
| Reviewing and if required, updating and maintaining Concerto with Centre specific information                                                                                                        |
| Managing contractors; making arrangements for work to be done and signing off when completed                                                                                                         |
| Ensure the centre is secure and that locking up protocol is followed                                                                                                                                 |
| Be the first aid appointed person for the centre                                                                                                                                                     |

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| Follow the process for requests to book space within the centre                                                                                                                                                                                                                       |
| Ensure that all H&S information is up to date and displayed as directed                                                                                                                                                                                                               |
| Ensure all staff working on site have seen and read the most up to date Risk assessment                                                                                                                                                                                               |
| <b>Kitchens and Kitchen areas</b>                                                                                                                                                                                                                                                     |
| Cupboards are checked and tidied                                                                                                                                                                                                                                                      |
| All stock dates checked and out of date food discarded                                                                                                                                                                                                                                |
| Fridge temperature recorded daily                                                                                                                                                                                                                                                     |
| Dishwasher emptied (if applicable)                                                                                                                                                                                                                                                    |
| All pots, crockery and cutlery should be placed in dishwasher (if applicable) and washed at the end of the working day – BSA to ensure dishwasher is emptied next morning                                                                                                             |
| All tea towels to be washed and dried (hung out/tumbled)                                                                                                                                                                                                                              |
| <b>Office</b>                                                                                                                                                                                                                                                                         |
| All paperwork is filed, stored, and archived securely as per Records Management policy and procedures and shared with data/administration colleagues where needed                                                                                                                     |
| Complete Family registration forms and change of details and process these via Synergy                                                                                                                                                                                                |
| Update all session/appointment attendances on Synergy for designated Centre                                                                                                                                                                                                           |
| Support with initiatives to promote sessions and engagement of families this includes creation and scheduling of Facebook posts                                                                                                                                                       |
| Managing resources, receiving deliveries, and maintaining stock central team to coordinate ordering and supporting with purchasing if necessary                                                                                                                                       |
| Check generic inbox for dedicated Centre throughout the day and action emails within a maximum of 24 working hours                                                                                                                                                                    |
| <b>Reception</b>                                                                                                                                                                                                                                                                      |
| Covered during core operational hours 08:30 – 16:30/09:00 – 17:00 (or as required by the specific Centre)                                                                                                                                                                             |
| Answerphones to be used when centre is closed or BSA is away from the desk and messages to responded to immediately when BSA returns.                                                                                                                                                 |
| Ordering prints via central post print team where possible to support value for money/environmental objectives                                                                                                                                                                        |
| Scanning relevant data to the central data team                                                                                                                                                                                                                                       |
| <b>Engagement with Families / Childrens Centre environments</b>                                                                                                                                                                                                                       |
| Ensure every contact counts by undertaking appropriate welcome visits                                                                                                                                                                                                                 |
| Support with engagement via local Facebook Groups by updating and sharing posts and content and responding to local messages                                                                                                                                                          |
| Signposting families appropriately to appropriate workers and information and supporting with collation, sharing and maintenance of community-based support information.                                                                                                              |
| Responsibility for designated notice boards – ensure they have up to date information and no damaged material (this includes Facebook/centre webpage)                                                                                                                                 |
| Support to EYA / EYP in setting up and maintaining environments                                                                                                                                                                                                                       |
| Support with initiatives to promote sessions and engagement of families                                                                                                                                                                                                               |
| Support EYA / EYP with promoting the centre environments and sessions by taking photos and Videos and supporting with local marketing, adhering to Information Assurance principles                                                                                                   |
| Support with local or countywide initiatives to promote sessions and engagement of families, to assist particularly with management of the Centre Facebook Groups, and to help promote engagement within Centre's and meet wider Children's Centre, Early Years and locality targets. |
| To support new projects within Children's Centres including but not limited to Start for Life, Family Hubs, Children's Health development and Holiday Activities and Food programme.                                                                                                  |

**THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE**

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| Provision of high quality support to all internal and external customers                                                                                            |
| Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint                                                                       |
| Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution |
| Recording, reporting, distribution and collection of mail (where no central team undertaking)                                                                       |
| Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures                                            |
| Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)                                                                        |
| Receive routine telephone enquiries, message taking and call re-direction                                                                                           |
| File maintenance                                                                                                                                                    |
| Filing / electronic filing, Records Management, Subject Access Request                                                                                              |
| Orders, receives, checks and distributes stocks of stationery and other consumable items (where no central team undertaking)                                        |
| Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)                                                                              |
| Fire Marshall cover (where appropriate)                                                                                                                             |
| Record and update sickness database (where no central team undertaking)                                                                                             |
| Imprest purchasing and petty cash (where no central team undertaking)                                                                                               |
| Health & Safety support and awareness                                                                                                                               |
| General minute taking                                                                                                                                               |
| Peer training/coaching/mentoring                                                                                                                                    |
| Induction support                                                                                                                                                   |
| Accommodation / property support to Supervisor (where no central team undertaking)                                                                                  |
| Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)                                                                    |
| Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)                                                                    |
| Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature                                                         |
| Equipment maintenance (where no central team undertaking)                                                                                                           |