

JOB TITLE	BUSINESS SUPPORT ASSISTANT (PERI)
TEAM	FAMILY HUBS &, EARLY YEARS CHILDRENS CENTRES (FRONT FACING/CUSTOMER SERVICE)
DIRECTORATE	RESOURCES
WORK BASE	VARIOUS

Updated March 2024

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.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Achieving the Family Hubs / Children's Centre Objectives and Targets for 2023 -24, this includes but is not exclusively
Health & Safety / Property
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 EVOsafe system (FNOL)
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

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
Kitchens and Kitchen areas
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 – CSSA to ensure dishwasher is emptied next morning
All tea towels to be washed and dried (hung out/tumbled)
Office
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
Reception
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 CSSA is away from the desk and messages to responded to immediately when CSSA 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
Engagement with Families / Childrens Centre environments
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

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)