



brighterfuturesforchildren.org

Business Administrator – Enforcement

Job Description & Person Specification



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Job Information

Post Title	<ul style="list-style-type: none"> Business Administrator – Enforcement
Reports to:	<ul style="list-style-type: none"> Senior Business Administrator
Grade and Salary:	<ul style="list-style-type: none"> RG4m, SCP 11 to 22, with Gateway at SCP 17
Location	<ul style="list-style-type: none"> Civic Centre, Reading
Conditions:	<ul style="list-style-type: none"> NJC
Direct reports to the post:	<ul style="list-style-type: none"> None

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.

The role is to work as a member of the Business Support Service within the Access and Assessment Teams, supporting various teams within the Directorate of Children, Education and Early Help Services, providing business administrative support to Social Work Practitioners and other Professionals.

Designation of Post within Company Structure

This post sits within the Business support team and reports to the Senior Business Administrator

1. Your role

- To be the first point of contact related to queries regarding fixed penalty notices for members of the public, schools or other partners.
- To implement standard operating procedures related to fixed penalty notices, including reviewing information and initial agreement to issue, creating and sending the notice, and ensuring payment of the notice.
- Through working with relevant departments, such as finance, to track status of payments for all FPNs issued via online payment systems and revenue services and follow up appropriate with those outstanding.



- To keep the attendance support team updated on progress of tracking of payments and support provide to families to facilitate payment, clearly transitioning parents to the next steps of the process where payment continues to not be made.
- To oversee the smooth running of and maintenance of office systems, ensuring databases are accurate and enable collation of information to respond to both national and local reporting when required; specific to FPNs. Including responsibility in developing approaches to ensure all parts of the system are effective, where being managed by others
- Ensure that database inputting is recorded promptly and accurately and responsible for resolving any discrepancies in a timely manner. This includes presenting complex data for statutory data collections
- Retrieving and investigating information as requested and liaising with internal and external sources/agencies/partners etc. requiring skill to advise and provide challenge where required to ensure effective information sharing
- Deal with clients confidently and effectively and give advice to others in respect of handling difficult conversations.
- To assist in the collection, processing and presentation of data required for management information, including helping to set up and maintain spreadsheets for in year and end of year reporting.
- Minute taking at relevant meetings associated with the post and to support wider colleagues in their roles in supporting school attendance, where required
- Commitment to safeguarding and the welfare of children and vulnerable adults.
- To take reasonable care of your own health and safety and co-operate with management, so far is necessary, to enable compliance with the company's health and safety rules and legislative requirements.
- To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
- 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.

Criteria to progress through the Gateway above SCP 17

- To be able to support any reviews or revision of administration procedures and assisting the Senior Attendance Support Worker and Team Manager in revision and implementation of procedures and projects.
- To keep up to date with any appropriate legislation/regulation changes which impact on Business Administration processes and timescales and liaise with supported service as appropriate.
- Responsible for the quality and presentation of complex data required for management information to identify impact on children and families.



2. The Prevent duties applicable to all roles

The Prevent duty requires local authorities to help prevent the risk of people becoming terrorists or supporting terrorism. It sits alongside the safeguarding duties of professionals to protect people from a range of harms. The duty helps to ensure that people who are susceptible to radicalisation are supported as they would be under safeguarding processes.

Responsibilities:

- Have a good understanding of Prevent by undertaking training as specified by BFFC to recognise where a person might be susceptible to becoming radicalised into terrorism.
- Be aware of the Channel Programme to provide support to safeguard individuals and undertake training as specified by BFFC on how to make a Prevent referral if they think someone is at risk of being radicalised.
- Work in partnership with the police and other public sector partners in providing support to individuals adopted into the Channel process.

3. Relationships – who you will work with

Internal:

- Social Workers and Managers
- Finance
- Business Support Management Team

External:

Develop and promote strong partnerships with:

- External partners – these could be colleagues in health, education, or the police, for example.
- Others, as necessary

4. What your performance will be measured against

- One to one review meetings with the Business Support Team Leader (Hub 1).
- Monthly supervision meetings
- Monitoring of performance of Business Support

5. Your level of autonomy

- Ability to work independently with minimal supervision as part of a larger service team providing high levels of quality output and accuracy.

6. Personal Attributes

- Good telephone manner
- Approachable
- Friendly



- Polite
- Uses initiative and requires little supervision
- Achieves deadlines
- Strives for continual improvement both professionally and personally

7. Scope of Job (Budgetary/Resource Control/Impact)

- Raising and receipting purchase orders.
- Responsible for the handling of petty cash/cash vouchers/imprest returns.
- No budgetary responsibility.

8. 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?	NO
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 English & Maths grade C or recognised equivalent.

Experience

Essential:

- Previous demonstrable experience of using Microsoft products:
 - Word – intermediate level
 - Excel – intermediate level
 - Outlook - calendar, tasks, email
- Demonstrable experience where there are constant demands on time, preferably supporting multiple users and managing conflicting priorities.
- Experience of workload management and decision making on own behalf with a team context.
- Ability to minute large complex meetings directly onto laptop and be accountable for recording and monitoring action plan completion.
- Experience working in education/statutory processes

Desirable:

- Experience of working in children's social care

Skills, Abilities & Competencies

Essential:

- Demonstrable high standard of interpersonal & communication skills across all a wide variety of internal and external contacts.
- Ability to work independently with minimal supervision as part of a larger service team providing high levels of quality output and accuracy.
- High standard of organisational skills.
- Ability to work under pressure and set and meet pre-determined deadlines.
- To be flexible and adaptable to a changing working environment.
- Able to input and retrieve data accurately as required from a variety of IT systems.

Desirable:

- Ability to quickly learn new systems and processes and support others to make changes.

Additional Working Requirements

- To work to the standard of all Brighter Futures for Children's Policies and Procedures
- Understand and adhere to strict rules of confidentiality and data protection.
- Level One Health & Safety Requirements.
- Working hours will vary depending on specific role/location/team, flexi-time arrangement may be possible but will need to meet the needs of the service.
- To accept longer or flexible working hours during periods of high work pressure.
- Based at the designated team, however you may be required to work at other locations periodically to provide cover across the service as required.