

Job Description and Person Specification Profile

Job Title	Business Support Officer – Social Work Academy
Job ID	J 61
Service	Children's Services
Grade	C
Reporting to	Head of Quality, Practice Assurance and Principal Social Worker

The Role

At Tameside, we believe in:

- **Compassion** – understanding the lived experiences of children and families.
- **Curiosity** – asking questions that lead to deeper insight and better outcomes for children.
- **Collaboration** – working together across services to deliver joined-up support.
- **Conversation** – listening and engaging meaningfully with children, families and professionals.
- **Courage** – leading with courage, making bold and compassionate decisions that put children first.

The 5 C's will be central to all the work that you complete.

The Business Support Officer will play a key role in ensuring the smooth and effective operation of the Social Work Academy and wider Quality Assurance Service. This role provides high-quality administrative, organisational, and data support across workforce development, training coordination, Practice and Impact Reviews (PIRs), and Academy workstreams.

The role is essential in supporting a confident and skilled workforce that delivers positive outcomes for children and families by ensuring processes, systems, communication, and information flow efficiently across the Academy and Children's Services.

Main Duties and Responsibilities

(Not exhaustive; indicative of key responsibilities.)

Administrative & Organisational Support

- Provide comprehensive administrative support to the Social Work Academy, ensuring efficient coordination across all workstreams.
- Manage diaries, meetings, and scheduling for Academy staff.

Training & Workforce Development Support

- Coordinate all training activity delivered by the Academy, including booking venues, managing attendance, circulating materials, and monitoring completion rates.
- Maintain the training calendar, ensuring staff have timely access to development opportunities.
- Support the administration of student placements, apprenticeships, and the ASYE programme.

Quality Assurance & PIR Support

- Assist with the organisation, tracking, and collation of Practice and Impact Reviews (PIRs), ensuring accurate data is captured and deadlines are met.
- Help prepare reports and performance summaries for the Practice, Quality and Impact Board and senior leaders.

Data, Systems & Reporting

- Maintain accurate data systems relating to workforce development, training records, PIRs, and Academy activity.
- Ensure confidentiality and compliance with data protection requirements at all times.

Communication & Customer Service

- Act as a first point of contact for internal and external enquiries to the Academy.
- Support with the preparation of high-quality communication materials, newsletters, and promotional content for training and learning opportunities.
- Build positive working relationships with colleagues, partners, and Higher Education Institutions.

General Responsibilities

- Support the team flexibly and step into wider duties when required.
- Contribute to a learning culture that reflects the Heart of Support Practice Approach and the STRIVE values.
- Undertake any other duties commensurate with the grade.

About You

Person Specification

Essential Qualifications

- Good standard of education (GCSEs or equivalent).
- Evidence of ongoing professional development.
- IT proficiency (Microsoft Office, Teams, spreadsheets).
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English

Essential Skills, Knowledge, and Experience

- Experience in providing administrative or business support in a busy, fast-paced environment.
- Strong organisational skills with the ability to prioritise and manage multiple tasks.
- Excellent written and verbal communication skills.
- Ability to produce accurate minutes, reports, and records.
- High level of attention to detail and data accuracy.
- Experience in coordinating meetings, training, or events.
- Ability to build effective relationships with staff, managers, and external partners.
- Ability to prioritise workload
- Understanding of confidentiality and data protection.
- Commitment to equality, diversity, and inclusive working.
- Ability to work flexibly and respond to changing priorities.

Desirable

- Experience within Children's Services, social care, or local authority settings.
- Experience supporting quality assurance or audit processes.
- BTEC National (Public Administration)
- NVQ Level 2 – Business and Administration

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

