

Job Description

Senior Business Support Officer (Panel & Children's Services)

Job Title:

Senior Business Support Officer (Panel & Children's Services)

Main Purpose of the Post:

To provide high quality, efficient Business Support to the Children's Services Team.

Relationships:

Responsible to: Children's Services Business Support Team Manager

Liaison with: Panel Advisor, Panel members, Children's Services' Management & colleagues, Senior Leadership Team, adoptive parents & foster carers

Main Tasks of the Job:

- Provide Business Support to the Adoption and Fostering Panels and all associated administrative tasks
- Provide Business Support to Children's Services
- Uphold the standards of the charity through the delivery of high calibre and professional Business Support work
- Take instructions from Business Support Team manager, Panel Advisor, Senior Leaders and key staff regarding the delivery of work, organisation and prioritising of work

Panel Business Support role

Undertake a lead role in the provision of Business Support in relation to the Charity's Adoption & Fostering Panels. This includes:

- Preparation for Panel meetings
- Minute taking at Panel meetings and all post Panel business support including updating of records and populating reports
- Co-ordinate Panel Members for attendance at Panel to ensure Panel is quorate. Liaise with Panel Advisor where necessary
- Liaising with Panel Advisor, Social Workers and Team Managers in relation to preparation and dispatch of Panel paperwork
- Liaising with the Agency Decision Maker, Panel Chair, Panel Advisor, Panel Members and Legal Services in relation to the Panel decision making process
- Support the recruitment of new Panel Members by providing Business Support and liaising with the Panel Advisor and HR to ensure relevant DBS and other checks are completed
- Work alongside the Panel Advisor to ensure that annual Panel Members audits are completed, ensuring that training records and relevant checks are up to date

- Develop and support the Panel process by contributing to meetings with Panel Advisor and following up actions resulting from this
- Complete reports and statistics relating to the Panel process

Children's Services Business Support role

To provide Business Support to Children's Services. This includes:

- Ensuring that enquiries regarding Adoption and Fostering are monitored, recorded and followed up, ensuring that prospective adopters and foster carers have a positive experience of Caritas Care
- Provide statistical data to the Head of Service, Adoption and Fostering Service Managers in relation to enquiries received within the Agency
- Attend monthly recruitment meetings, take minutes, provide updates on enquiry patterns and contribute to regular updates to Service managers
- Provide Business Support for Information Events and other promotional events held throughout Children's Services. This includes organising room bookings or virtual links to events. The monitoring of attendance at events and following up enquiries is part of this process

General Business Support Tasks – Children's Services

- Establish and maintain records and files in accordance with prescribed procedures and contribute to their development and improvement of systems, particularly with regard to Children's Services
- Maintain records using the 'Charms' database to ensure that accurate statistical data for Children's Services can be provided for internal and external monitoring and reporting
- Deal with incoming mail, enquiries and messages by phone and email. Monitor a number of Children's Services Outlook inboxes
- Take minutes at meetings as required
- Provide cover for Reception and overflow (telephone calls) rotas as required
- Cover the duties of other Business Support staff during absences as requested by the Management Team
- Participate in staff and service meetings
- Be prepared to undertake training where necessary
- To work within the parameters of the Charity's policies and procedures

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required by your role and the overall objectives of the charity.

Job description approved by: Kate Knowles

Date: September 2026

PERSON SPECIFICATION

(To be read in conjunction with the Job Description)

POST	Senior Business Support Officer (Panel & Children's Services)	
	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications/Attainments	5 GCSEs or equivalent, at least Grade 4 (Grade C equivalent), including English Language	- Relevant IT qualification (eg ECDL) or similar - Business Support related qualification
Relevant Experience	- Managing confidential information. - Managing time, work under pressure, prioritising and working to deadlines - Working independently and within a team, following set procedures - Business Support experience - Competent IT skills (Microsoft Outlook, Word, Excel and Teams) - Liaising with public and professionals - Attention to detail and excellent organisational skills - Communicating effectively and comfortably with colleagues, professionals and families	- Proven experience of organising and taking minutes for formal meetings - Experience of a Business Support role in Adoption and Fostering background (particularly Panel Admin) - Experience of using a bespoke database (i.e. Charms or similar) - Experience of working in children's services or in a similar social care setting - Gathering information for statistical purposes. - Experience of answering calls/reception role.
Special Attributes	- A commitment to maintaining confidentiality - A courteous and efficient telephone manner - Flexible, with a high level of personal motivation and willingness to show initiative - Willingness to comply with procedures and accept direction - Understanding of and commitment to share the values of Caritas Care in general and of its Children's Service in particular - Respect for all people using the services of the Charity - Sense of humour and willingness to contribute to general staff morale - Willingness to consent to a Disclosure & Barring Service check - Positive attitude to professional training and development - Ability to work under pressure	

Person Specification approved by: Kate Knowles

Date: September 2026
