

JOB DESCRIPTION

Job Title:	Business Support Officer – (Maternity Cover)
Service:	IT & Estates Team
Hours of work:	30hrs per week
Pattern of work:	Monday to Thursday 9am-5pm
Office base:	Buckshaw Parkway however could be expected to travel to any CANW site – all north west based
Work locations:	Various CANW Buildings
Salary Range:	
Reporting to:	IT and Estates Manager
Responsible for:	N/A

1 PURPOSE OF THE JOB

Child Action Northwest is seeking a highly organised and proactive Business Support Officer to join our IT & Estates Team. This important role manages inbound contacts and provides key administrative support to help coordinate maintenance, compliance and IT/estates activities across the organisation, ensuring our systems, records and communication channels operate efficiently and effectively.

This position is advertised at 30 hours per week, but we are committed to recruiting the right person. We welcome applications from individuals seeking alternative hours—please state your preferred working pattern clearly on your application form.

2 PRINCIPAL DUTIES

As a valued member of the IT & Estates Team, you will:

Provide high-quality administrative support to the IT & Estates Manager and the Senior Leadership Team.

Manage records, take minutes and handle enquiries received via the shared Outlook mailbox and incoming telephone calls.

Act as the first point of contact for colleagues and service users reporting IT or Estates-related issues, owning these to resolution.

Log and process requests, ensuring information is captured accurately and assigned appropriate priorities.

Monitor shared inboxes, escalate matters when needed and ensure inbound calls are directed to the correct departments.

Maintain accurate documentation and record-keeping systems.

Keep colleagues updated on the progress of their requests, delivering excellent customer service throughout.

Assist in scheduling inspections, maintenance tasks and compliance activities.

Liaise with contractors and internal teams to support the smooth operation of estates services.

Contribute to continuous improvement by identifying opportunities to refine, improve and streamline business processes.

Support our Finance team as and when required

Own each task from start to finish, ensuring high-quality outcomes.

Communicate professionally with clients, visitors, contractors, senior managers and colleagues from across the organisation.

Conduct yourself professionally at all times, handling sensitive information with discretion.

Complete daily, weekly and monthly compliance testing including but not limited to water temperature checks and fire alarm testing
Support with fire evacuations and take a lead role as a Fire Marshall when on site

Key Responsibilities

Deliver high quality administrative support to the IT & Estates Team.
Manage the charity's inbound contacts via telephone and shared mailbox, redirecting enquiries and responding to routine requests.
Ensure all assigned requests are resolved effectively and in a timely manner.
Maintain accurate and up-to-date records, documentation and tracking systems.
Support the coordination of maintenance, inspection and compliance schedules, and schedule contractor appointments as necessary.
Liaise with colleagues, volunteers, contractors and service providers to meet corporate and operational requirements.
Carry out any other duties as required to support colleagues and the wider team.

About You

The ideal candidate will:
Be highly organised and detail-focused.
Be proactive and able to anticipate needs and challenges.
Be professional, trustworthy and capable of handling confidential information.
Hold GCSEs in English and Maths (or equivalent).
Demonstrate strong organisational and communication skills.
Have experience working in a customer-focused environment.
Be proficient in Microsoft Office applications.
Have access to a vehicle and full driving licence

3 ORGANISATIONAL RESPONSIBILITIES (*standard for all posts*)

- 3.1 Represent CANW at meetings, conferences and exhibitions as required.
- 3.2 Provide a non-discriminatory service in line with best practice and legislative guidance and treat all who access CANW services fairly and equally.
- 3.3 Be aware of the Health and Safety requirements in the workplace, and in particular, as it relates to own service area and/or department.
- 3.4 Work within allocated budgets and agreed expenditure levels.
- 3.5 Keep accurate records and provide written reports as required.
- 3.6 Contribute to CANW's operational and strategic development, including any organisation objectives identified through designated quality standards, such as Trusted Charity and Investors in People.
- 3.7 Participate fully in personal supervision meetings and the annual appraisal process and undertake any training deemed necessary for the role.
- 3.8 Review own delivery performance against agreed annual KPIs (key performance indicators), aiming to meet or exceed personal targets/performance levels.

- 3.9 Undertake additional duties, training and/or hours of work as may be reasonably required which are deemed appropriate to the levels of responsibility within the role.
- 3.10 Be aware of the safeguarding policy and procedure for children and vulnerable adults and ensure that the safeguarding of children, young people and adults is given the highest priority in the work undertaken.
- 3.11 Have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the GDPR and complies with the law, organisational policies and best practice when processing information.
- 3.12 Work outside of normal office hours (ie evenings and weekends) as and when required to meet the needs of service users as appropriate.
- 3.13 Undertake other appropriate tasks as may be required of the post holder from time to time and provide cover for tasks during periods of sickness or holiday.

NB. This Job Description describes the principal purpose and main elements of the job. It is a guide to the main responsibilities as they currently exist and is not intended as a fully comprehensive or permanent schedule of tasks. The jobholder is expected to work flexibly and respond positively to changing needs of the organisation.

Linda Barber	<i>Linda Barber</i>	12/3/26
Employee (name in caps)	Employee (signature)	Date (signed)

Date produced: Month/Year