**Team Support Officer**

**Salary:** £28,163 - £30,060, per annum

**Work location:** This post will enable the successful candidate to work in an agile manner with 1 day a week working from the Bicester Children & Family Centre and 1-2 days a month working from Oxford or Abingdon

**Working Pattern:** 37 hours per week - Mon-Thurs 8.30am-5pm Fri 8.30am-4pm

**Annual leave allowance:** 28 days, pro-rata, per annum, rising to 31 days per annum

**Pension:** You will also have access to a Local Government Pension Scheme with employer contributions of up to 19.9% of your salary

**Contract type:** Permanent

**Vetting requirements**: This role is subject to an Enhanced Criminal Records Check

**Closing date:** Sunday 20th July 2025

**ICT Assessments and Interviews:** ICT assessment to take place on Monday28th April 2025.

On successful completion of the ICT assessment, you will be invited to interview on Thursday 8th May 2025 or Tuesday 13th May.

Do you want a rewarding role where you will make a difference? Our business support team is the vital engine of Children’s Social Care. Working together with our dedicated social work teams, we provide essential administrative support for some of the most vulnerable people in our community.

We are looking for people who want to work in an environment where no two days are the same. You would work closely with another administrator, working together to complete tasks to support operational colleagues.

**About you and the role**

We are looking for Team Support Officer administrators to support our service. We are a forward-thinking service and aspire to be the best we can be. We put children and young people at the heart of all that we do.

Our administrators are crucial in supporting our fast-paced team to work effectively to deliver outstanding services to the young people we support. We have two supported accommodation homes under the National Transfer Scheme – Matthew Wigglesworth House and Abingdon Foyer. You will visit your base on average once a week to support workers there with various administrative tasks, particularly with the facilitation and recording of repairs in the homes.

You’ll need a high level of proficiency in with Excel (specifically managing large volumes of sensitive data) and able to use all spreadsheet functionality with ease.  Exceptional attention to detail and a methodical approach to tasks are essential. Our administrators work alongside and provide support to our Team Managers, so excellent relationship-building and communication skills are required to ensure smooth running of detailed business processes.

You will be answering telephone calls, diary management, supporting financial processes, managing a team inbox and taking minutes of meetings.

You will be a person who can build excellent working relationships with professionals and members of the public. You will be a highly organised individual, with good IT skills and will be able to provide efficient first-class customer service to all users of the service. As a Team Support Officer, you will support the operational staff that work directly with the young people in the service with administrative tasks.

We have a dedicated training and induction plan for all new starters where we will develop your knowledge, skills and expertise in business administration for you to be successful in your role.

If you are someone who likes to work in a fast-paced environment with no two days the same, this might just be the role for you.

**About the service:**

Are you looking for a challenging opportunity? Then come and join us at the Young Persons Supported Accommodation Service (YPSA). We are a service that supports Vulnerable young people - or young people at risk of homelessness - they are provided with high quality accommodation while being supported to develop their independent living skills, find employment, education or training.

Our Organisation is committed to safeguarding and promoting the welfare of children, young people and adults. We expect all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. As a Disability Confident employer we guarantee an interview for disabled applicants who meet the essential criteria for the job. We also guarantee interviews to care leavers who have completed further education and who meet the essential criteria for the job. For those leaving care without any further education we guarantee an interview for our apprenticeships.

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**For further information, please contact:**

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