

Business and Project Support Officer Job Description



HOPE + OPPORTUNITY

Salary: £52 000 per annum
Location: South East (hybrid working – Up to
Half Time in SE/ London)
Contract: 12 months Fixed term
contract, full-time
Reports to: Head of Fostering
Organisation: Home and Future – South East
Regional Care Cooperative

ABOUT HOME AND FUTURE

LEADING SYSTEM CHANGE TO DELIVER THE RIGHT LOCAL HOMES FOR CHILDREN AND YOUNG PEOPLE

Home and Future is one of the first two Regional Care Cooperatives (RCCs) to be established in England, developed in the South East following a recommendation from the Independent Review of Children's Social Care led by Josh MacAlister.

We are an independent, not-for-profit company bringing together 16 local authorities across the South East with one shared mission, to provide the right local homes, the right support, and the right workforce for our children and young people.

As we move from development into delivery, it's an exciting time to join us. We're now looking for a highly organised and proactive **Business and Project Support Officer** to support our growing work. This role will be central to our business and project support function, from co-ordinating multi-authority projects to providing Information Governance support to ensure the regional hub is GDPR compliant.

If you bring strong project management skills, excellent communication skills, and a commitment to making a positive difference for children and young people, we'd be delighted to hear from you.

THE ROLE

PURPOSE OF THE ROLE

As a **Business and Project Support Officer**, you'll be at the centre of Home and Future's operations as we move from development into delivery. Working directly to the Head of Fostering, you'll help drive the organisation's day-to-day operations by providing business and project support, ensuring our teams have what they need to deliver real impact for children and young people and foster carers across the South East.

You'll be connecting with colleagues across the organisation and helping to build the strong operational foundations that will enable Home and Future to grow and succeed.

You will be involved in:

- Operational Coordination: Keeping our business functions running efficiently, maintaining effective systems, and ensuring information flows clearly and consistently.
- Collaboration: Working closely with the Head of Fostering, Head of Data and Performance and delivery leads, and partners to support well-coordinated activity across all areas of the organisation.
- Continuous Improvement: Helping us refine our processes, strengthen our ways of working, and build a high-performing, well-organised organisation ready for the next stage of delivery.

Responsibilities, Activities and Duties

Business Support & Administration

- Provide high-level administrative support to the Regional Fostering Hub.
- Coordinate governance meetings, boards and working groups.
- Prepare agendas, reports, minutes and action logs.
- Maintain document control and records management systems.
- Support planning, events, recruitment campaigns and stakeholder engagement activities.
- Manage shared mailboxes and correspondence.
- Support operational reporting and business planning.
- Overall support of the medical pathways, DBS processing, grants and spend within the hubs
- Management of the telephony system

Information Governance & Data Protection

- Act as the Hub's designated Data Protection Officer (DPO).
- Lead on Information Governance compliance across the Hub.
- Support the development and maintenance of:
 - Data Sharing Agreements (DSAs)
 - Data Protection Impact Assessments (DPIAs)
 - Information Governance Frameworks
 - Privacy Notices
 - Records Retention Schedules
- Ensure compliance with UK GDPR and Data Protection legislation.
- Monitor and report Information Governance risks.
- Support incident reporting and data breach management.
- Deliver information governance awareness and guidance to staff.
- Liaise with Local Authority IG Leads, Legal Teams and ICT providers.

CRM and Digital Systems

- Maintain and administer the Regional CRM system.
- Manage system permissions and access controls.
- Undertake data quality audits and cleansing exercises.
- Produce routine and ad hoc performance reports.
- Support implementation of system improvements.
- Coordinate with software suppliers and technology partners.

Single Front Door Support

- Oversee accurate recording of enquiries.
- Monitor applicant journey tracking.
- Ensure quality and consistency of records.

- Support performance monitoring and reporting.

Knowledge and Experience

Essential:

- Experience in a Business Management role within local government, the wider public sector, or a similarly complex organisation.
- Experience if supporting operational reporting, business planning, events, recruitment campaigns and stakeholder engagement activities.
- Excellent understanding of UK GDPR and Information Governance and security in relation to data collection and sharing.
- Excellent communication and inter-personal skills, effective in briefing, negotiating with and influencing stakeholders at all levels.
- Experience of supporting and maintaining a Customer Relationship Management (CRM) system, including managing system permissions and access controls.
- Experience working cross-functionally with services, corporate ICT and Legal teams, programme colleagues and stakeholders.
- Understanding of the importance of maintaining confidentiality and the protection of personally identifiable information.
- Ability to build positive working relationships and work collaboratively with colleagues at all levels.

Desirable:

- Experience working in a multi-agency or partnership environment, ideally involving local authorities or public sector organisations.
- Interest in children's services, social care, or public sector improvement, with a commitment to Home and Future's mission.
- Experience working within a confidential business environment.

Please send your CV and a supporting statement telling us about your experience and what inspires you about this role to: recruitment@homeandfuture.org.uk **Closing date: 6th November 2026**