JOB DESCRIPTION

BUSINESS SUPPORT OFFICER

JOB TITLE: Business Support Officer

LOCATION: Office based in LONDON SE23

HOURS: 29 hours per week, outside of normal office hours

GRADE: 2: point 11-15

SERVICE: Special Guardians Support Service

RESPONSIBLE TO: Project Manager

JOB FUNCTION

The Business Support Officer will provide administrative and financial support to the Digital Services teams and will take the lead role in capturing and managing data to evidence outcomes in line with service level agreements

PRINCIPAL ACCOUNTABILITIES:

1. Work in partnership with the project manager and teams to ensure all those accessing the service receive a professional and coordinated response.

2. Comply with Family Action’s procedures for promoting and safeguarding the welfare of children and vulnerable adults, responding appropriately to any safeguarding concerns.

3. Set up and maintain systems for the collection and recording of project data as required: i.e. for the recording of sickness/annual leave/renewal of DBS’

4. Gain a thorough knowledge and understanding of Family Action’s database and share skills and good practice with the team of staff and volunteers, providing support when requested.

5. Support the project manager in planning, monitoring and reviewing the development of the service in line with the identified priorities, targets and outcomes. Track, collate and create comprehensive and stimulating reports for performance monitoring reviews.

6. Assist the Project Manager to monitor expenditure against budgets, and with quarterly and annual returns/reports to commissioners. Oversee petty cash and submit returns to Head Office Finance Department. Process invoices and any income.

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7. Process incoming referrals to the service in consultation with the Project Manager and Coordinators, liaising with referring agencies when required and inputting referral information into the database.

8. Support with the recruitment of staff and volunteers by liaising with Head Office HR department and providing relevant documents and administrative support to recruiting managers.

9. Monitor stationary requirements and order as required. Ensure that office equipment and other resources are maintained at appropriate levels. Process incoming and outgoing mail.

10. Attend and actively participate in team meetings and other meetings as required by the Project Manager, ensuring accurate minutes are taken and any requested reports are provided. Carry out photocopying and filing as required.

11. Deal promptly, politely and professionally with telephone callers, adhering to Family Action’s confidentiality policy at all times.

12. Liaise with trades people and persons responsible for the maintenance of resources, equipment and safety of the building in consultation with the project manager.

13. Work in partnership with the Facilities Manager to ensure that the office environment complies with and maintains a high level of Health and Safety standards in accordance with the standards as applies to legislation.

14. Actively take part in Family Action’s formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.

15. Promote a positive image of Family Action, assisting the team in developing promotional materials and supporting awareness of the services. Attend and support the organising of events to launch and market the services.

16. Contribute to the growth and development of the organisation by gaining a working knowledge, appropriate to your role, of Family Action’s portfolio of services and proactively marketing the organisation and services to commissioners and funders.

17. Be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
   Being **people** focused
   Reflecting a ‘**can do**’ approach
   Striving for **excellence** in everything we do
   Having **mutual respect** for everyone we work with, work for and support through our services

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18. Implement Family Action’s Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

19. Comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.

20. Work flexibly as may be required by the needs of the service, which may occasional be out of normal working hours and carry out any other reasonable duties as required.

PERSON SPECIFICATION:

1. Extensive experience of providing administrative support in a health or social care setting

2. Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems/databases. Demonstrable ability to use the Microsoft Office including Word, Excel and PowerPoint

3. The ability to take and write accurate and clear minutes of meetings and present them using Family Action templates

4. Experience of setting up and running office systems, such as filing and finance systems

5. Ability to maintain records, collate statistical information and create clear, detailed and comprehensive reports

6. Good numeracy skills with the ability to maintain financial procedures ie. budget monitoring and managing petty cash systems

7. Excellent interpersonal skills with a confident and professional approach to working with parents and colleagues, both internally and externally; excellent verbal and listening skills and the ability to maintain confidentiality

8. An understanding, appropriate to your role, of child and adult Safeguarding issues and an ability to implement relevant policies and procedures

9. Ability and enthusiasm to work creatively and independently with an appropriate amount of supervision and as part of wider Family Action teams

10. Ability and enthusiasm to take part in Family Action’s formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Willingness to take responsibility for your own professional development, identifying and attending training which will support growth in the role.

11. To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
   a. Being people focused
b. Reflecting a ‘can do’ approach

c. Striving for excellence in everything we do

d. Having mutual respect for everyone we work with, work for and support through our services

12. Ability to work flexibly including occasionally outside of regular business hours and to be willing to meet the needs of the service.