JOB DESCRIPTION

Business Support Officer

JOB TITLE: Business Support Officer
LOCATION: East London
GRADE: Family Action Grade 1
HOURS: 18.5 hours per week
SERVICE: Positive Families Partnership – MST service
ACCOUNTABLE TO: MST Supervisor

JOB FUNCTION
Positive Families Partnership is a ground breaking new 3 year programme providing Multi-Systemic Therapy (MST) and Functional Family Therapy (FFT) to families in 5 London boroughs. The partnership is made up of an exciting combination of different organisations:
- Family Action, a national charity established in 1869
- South West London and St George’s Mental Health NHS Trust
- Family Psychology Mutual, a new social enterprise
The Business Support Officer will take the lead role in delivering timely and effective administrative support to the MST team, who will be working across Tower Hamlets, Newham and Bexley.

PRINCIPLE ACCOUNTABILITIES:

1. Undertake all administrative tasks and support the team and service to ensure a high standard of delivery at all times.

2. Develop an understanding of core business of the MST Service and undertake other tasks and responsibilities as required in the delivery of the wider UK MST Services.

3. Provide an efficient, accurate and professional response to all communication to the service, whether by telephone, email or face to face.

4. Set up and maintain systems for the collection and recording of data as required, and for the recording of sickness and annual leave.

5. Oversee the collection, collation & manipulation of a wide range of information and statistical data to generate reports, prepare letters, memos and documents. Assist the Supervisor and Operational Manager to create detailed and accurate reports for the partnership as requested.

6. Having undertaken Family Action’s finance training, process invoices and oversee returns to the Finance Team based at Head Office. Assist the Project Manager to monitor
expenditure against budget. Assist the team with any expenses claims. Ensure that financial policies and procedures are adhered.

7. Process incoming referrals to the service as required and input client data into the database. Contact all families in a timely manner with a standardised questionnaire on a monthly basis to collect data for the adherence measures of the MST Workers.

8. Ensure information on the families/young people who are receiving the MST intervention is accurate and up-to-date.

9. Participate in team meetings and any other meetings at the request of the supervisor. Record and write up minutes of meetings and deal promptly, politely and professionally with telephone callers.

10. Contribute to the development of the partnership and promotion of the service throughout the boroughs.

11. Maintain a safe and healthy working environment and take action to reduce the risk to self and others.

12. Assist with the organisation & co-ordination of conferences, workshops and other planned events.

13. Work closely with the colleagues across the partnership, particularly other business support officers and provide cover for one another when requested.

14. Monitor stationary requirements and order as required. Ensure that office equipment and other resources are maintained at appropriate levels.

15. Carry out photocopying and filing as required

16. 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

17. Ensure you have an understanding (appropriate to your role) of, and comply with Family Action’s procedures for promoting and safeguarding the welfare of children and vulnerable adults.

18. Apply Family Action’s Equality & Diversity Policy and Ethical Policy to 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 always endeavour to protect your own and others’ health, safety and welfare, and ensure compliance to all Family Action’s policies.

20. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required

PERSON SPECIFICATION
BUSINESS SUPPORT OFFICER

1. Extensive experience of providing administrative support in a health or social care setting and/or Educated to A level, NVQ3 or equivalent standard

2. Good IT and numeracy skill and demonstrable experience of using Microsoft Office systems and databases

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 systems

5. Ability to maintain records and collate statistical information

6. Excellent organisational skills and time-keeping

7. Ability to maintain financial procedures ie. budget monitoring and processing invoices

8. A confident and professional approach to working with parents and colleagues, both internal and external; excellent verbal and listening skills and the ability to maintain confidentiality

9. An understanding of child and adult Safeguarding issues and an ability to implement relevant policies and procedures

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

11. A commitment to ongoing personal professional development. A commitment to excellent service delivery and service development within the team

12. 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

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