



JOB DESCRIPTION

Job title: Business Support Officer

Location: Bradford

Hours: 37 hours per week

Grade: Grade 2 Point 11 - 15

Service: All Bradford Services

Reports to: Service Managers

Introduction to role:

As Business Support Officer, you will oversee financial systems and carry out finance tasks across Bradford Services including Perinatal Support, Survive and Thrive, Children's Trauma Therapy and Welfare Benefits and Debt Advice. The Perinatal Support Service is a Better Start Bradford project, funded by The National Lottery Community Fund.

Key tasks and responsibilities:

1. Oversee the delivery of administrative support across 4 Family Action Services, Children's Trauma Therapy, Survive and Thrive Domestic Abuse Support, Perinatal, and Welfare Benefit and Debt Advice and provide line management support, supervision and guidance to Family Action administrators ensuring all relevant duties are completed to a high standard and in a timely and efficient way.
2. Coordinate the completion and submission of end of quarter financial monitoring. Reconcile petty cash and submit returns to Head Office Finance Department. Process invoices and any income.
3. Work with Service Managers to set and revise project budgets and oversee the monitoring of expenditure.
4. Maintain and where necessary set up computerised and manual office systems. 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, data collection.
5. Coordinate the processing of referrals, ensuring that data is accurately entered onto the project data bases.
6. Attend and actively participate in team meetings and other meetings as required by the service manager/s, ensuring accurate minutes are taken and any requested information is provided.

7. Oversee health and safety, completing risk assessments and ensuring that both office and offsite environments comply with Health and Safety standards in accordance with Family Action Policies and Legislation.
8. Oversee the running of Family Action Buildings and liaise with landlords to resolve any building related issues.
9. Coordinate recruitment processes liaising with Head Office HR department and providing relevant documents and administrative support to recruiting managers.
10. Coordinate Family Action events, marketing and communications.
11. Coordinate admin support for volunteers.
12. Promote a positive image of Family Action, assisting the team in developing promotional materials and supporting awareness of the organisation and its services through publicity events as required.
13. Adhere to Family Actions confidentiality policy and ensure that confidentiality is maintained at all times
14. 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.
15. Participate in supervision arrangements and team meetings as negotiated and agreed with the project manager.
16. Implement the principles of Family Action's equal opportunities and diversity policy in every aspect of the work and to promote positively the principles of the policy amongst colleagues, service users and other members of the community
17. Work flexibly as may be required by the needs of the service and to undertake any other reasonable duties as required.
18. 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 service



Person Specification

1. Excellent numeracy skills with the ability to maintain and oversee financial procedures including budget setting , financial monitoring ,processing invoices and managing petty cash systems.
2. Ability to present information in clear, concise and understandable formats.
3. Experience of supervising or mentoring staff / volunteers.
4. Excellent IT skills, including experience of maintaining case management information systems/databases.
5. Demonstrable ability to use Microsoft Office to a high standard including Word, Excel and PowerPoint.
6. Excellent literacy skills.
7. Experience of setting up and coordinating office systems and ability to oversee accurate data entry, in order to maintain accurate electronic records.
8. Evidence of excellent organisational and time management skillsThe ability to work confidently and collaboratively alongside the senior leadership team, Family Action departments, service users, and colleagues, both internally and externally.
9. Excellent communication and interpersonal skills with ability to problem solve and be flexible and responsive.
10. Ability to make decisions within the remit of your role.
11. Working knowledge of GDPR and the ability to maintain confidentiality at all times.
12. An understanding, appropriate to your role, of child and adult Safeguarding issues and an ability to implement relevant policies and procedures.
13. Experience of overseeing the implementation of health and safety systems in a workplace environment, ensuring that health and safety policy is implemented and adhered to by all staff and service users.
14. Ability and enthusiasm to work creatively and independently with an appropriate amount of supervision and as part of wider Family Action teams.
15. Commitment to Family Action's Equal Opportunities Policy and an ability to reflect upon equality and diversity issues take appropriate action.
16. Demonstrable commitment to Family Action's values and able to provide examples of how you are:
 - a) Can-do in your approach to your work

- b) Strive for excellence in everything that you do
- c) Demonstrate and encourage mutual respect with everyone that you work with
- d) People focused at all times