



## **JOB DESCRIPTION**

**Job title:** Business Support Officer

**Service:** North East Hampshire & Farnham Social Prescribing Service

**Salary:** Grade 2 Point 11 – 15

**Hours:** 14.8 hours per week

**Location:** Aldershot, Farnham, Fleet, Farnborough and Yateley

**Responsible to:** Project Manager

**Function:** To provide administrative & business support to the Social Prescribing Service across North East Hampshire and Farnham. The Business Support Officer will undertake administration duties including processing referrals, data collection tasks, and financial monitoring.

### **Summary of job:**

The service strives to improve the quality of life for people aged 18 years and over by helping them identify ways to build their self-confidence and to progress, providing practical support to help individuals achieve their aspirations; thereby reducing social isolation and decreasing dependency on health and social care. The post holder will share and embrace North East Hampshire and Farnham's vision of 'improving health and wellbeing outcomes for local residents, by building resilience within the local community'.

The Business Support Officer will assist the Project Manager and others by ensuring timely and accurate completion of all administrative tasks, financial monitoring, data collection and outcome monitoring, achieved against a range of KPIs.

Working in partnership with colleagues, the Business Support Officer will ensure Family Action is Stronger than Ever for those accessing the across the areas of North East Hampshire & Farnham.

### **Principal Accountabilities:**

1. Set up and maintain computerised and manual systems, and produce data and financial reports as required.
2. Process alongside the Project Manager incoming referrals and close client records as required.
3. Attend regular monitoring meetings and complete client feedback forms.
4. Oversee petty cash and financial expenditure of the service and submit returns to central office. Process all income, coding and forward to Central Finance.
5. Carry out administrative tasks such as receiving and sending email communications, order stationary, carry out photocopying and process incoming and out going mail.

6. Word process reports, correspondence and other information and complete filing as required.
7. Organise agendas and take accurate meeting minutes for team meetings, also record and write up minutes of meetings as required.
8. Provide an efficient and welcoming first point of contact for the service.
9. Promote a positive image of Family Action, assisting the team in developing promotional materials and supporting awareness of the organisation and its services in the locality through publicity events as required.
10. Liaise with trade people and be responsible for the maintenance of resources, equipment and safety of the buildings the Social Prescribing Services staff work within, in consultation with the Project manager.
11. 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.
12. Adhere to Family Actions confidentiality policy and ensure that confidentiality is maintained at all times
13. Coach, mentor and provide a level of peer supervision to any administration volunteers or apprentice.
14. Ensure you have an understanding (appropriate to your role), of and comply with, Family Action's procedures for promoting and safeguarding the welfare vulnerable adults and children.
15. Participate in supervision arrangements and team meetings as negotiated and agreed with the project manager.
16. To ensure the implementation of Family Action's Diversity & Equality Policy and our 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.
17. Work flexibly as may be required by the needs of the service and undertake any other reasonable duties as required.
18. 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 service

## Person Specification

<b>Education, Qualifications and Background</b>	
1.	At least 5 GCSEs (or equivalent) Grades A-C including Maths and English.
2.	Experience of setting up and running administrative systems.
3.	Demonstrable experience of working within an office setting, including the ability to organise and prioritise work and to carry out routine tasks accurately and in a timely manner.
4.	Proven experience of using Word for Windows, Excel and Access databases, internet, power point, publisher, email, and Microsoft Teams.
5.	Excellent command of English grammar and spelling and the ability to take and write up minutes of meetings. Typing speed of at least 40 words per minute.
<b>Abilities and Skills</b>	
6.	Experience of maintaining financial systems including the ability to administer petty cash manage credit card returns and process invoices.
7.	Ability to maintain records and collate statistical information and analyse data, as part of a CRS Database. Knowledge of INFORM/Salesforce is an advantage.
8.	Ability to work independently, using own initiative and as part of a diverse team.
9.	Experience of interpreting and inputting data on excel spreadsheets, including budgetary information.
10.	Ability to manage health and safety systems within an office environment and ensure that policies and procedures are adhered to.
11.	Demonstrate an understanding of safeguarding issues and relevant procedures appropriate to your role.
12.	Ability to work with service users, volunteers and referrers with appropriate courtesy while maintaining confidentiality.
13.	Commitment to Family Action's Equal Opportunities Policy and an ability to reflect upon equality and diversity issues take appropriate action.
14.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ol style="list-style-type: none"> <li>a) Being people focused</li> <li>b) Reflecting a 'can do' approach</li> <li>c) Striving for excellence in everything we do</li> <li>d) Having mutual respect for everyone we work with, work for and support through our services</li> </ol>
15.	Willing to work flexibly and outside of core hours as required.