

## **JOB DESCRIPTION**

**Job title:** Business Support and Administration Officer

**Service:** Small Steps

**Salary:** Grade 2 (lower) Point 11-15

**Hours:** 15 hours per week (part-time)

**Location:** Medway, Kent

**Responsible to:** Project Coordinator

### **Function:**

To provide administrative and business supportive to the Small Steps Service across Medway, in Kent. The Business Support Officer will undertake all expected administrative duties, data collection and financial monitoring including impact and outcome monitoring throughout the service.

### **Summary of job:**

Family Action 'Small Steps' is a service providing early support and evidence- based interventions to families of children and young people displaying behaviours that cause concern or challenge or with a diagnosis of ASD or ADHD. The service will work in line with the Local Authorities Vision for Medway Children and Young People, to ensure they are 'Thriving', 'Healthy' and 'Learning Well'.

The Business Support Officer will act as a first point of contact for families accessing the service and will assist the Project Coordinator by ensuring timely and accurate completion of all administrative tasks, financial monitoring, data collection and outcome monitoring, achieved against a range of KPIs.

The Business Support Officer will communicate as required with the Council and the Clinical Commissioning Group ensuring Family Action is Stronger than Ever for the children, young people and their families across Medway in Kent.

### **Principal Accountabilities:**

1. Process alongside the Project Manager incoming referrals and close client records as required. Provide first point of contact for families accessing the service.
2. Begin the assessment process by contacting families to take their details within the service's response times.
3. Attend regular monitoring and team meetings. Take accurate meeting minutes, and record and write up minutes of meetings as required.
4. Support the service and project manager in producing Service impact reports and quarterly monitoring reports for Commissioners. Ensure service user feedback is regularly collated and evaluated.

5. Oversee financial expenditure of the service and submit returns to central office. Process all invoices?, coding and forwarding to Central Finance.
6. Carry out administrative tasks such as receiving and sending email communications, ordering stationery, carrying out photocopying and processing incoming and outgoing mail.
7. Word process reports, correspondence and other information and complete filing as required.
8. Undertake the role of Digital Champion for the Service including the smooth implementation of Office 365.
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 trades people, and the office landlord to ensure the maintenance of resources, equipment and safety of the buildings the Medway 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 Action's 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 apprentices.
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. 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.	Experience of working in a people focussed environment delivering excellent customer service.
4.	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.
5.	Proven experience of using Word for Windows, Excel and Access databases, internet, power point, publisher, photo shop, email, and Microsoft Teams.
6.	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>	
7.	Ability to speak confidently to service users to assess the family's needs. An understanding of Special Educational Needs is an advantage.
8.	Experience of maintaining financial systems including the ability to manage credit card returns and process invoices.
9.	Ability to maintain records, collate statistical information, and analyse data, as part of a CRS Database. Knowledge of INFORM recording systems is an advantage.
10.	Ability to work independently, using own initiative and as part of a complex and diverse team.
11.	Experience of interpreting and inputting data on excel spreadsheets, including budgetary information.
12.	Ability to manage health and safety systems within an office environment and ensure that policies and procedures are adhered to.
13.	Demonstrate an understanding of safeguarding issues and relevant procedures appropriate to your role.
14.	Ability to work with service users, volunteers and referrers with appropriate courtesy while maintaining confidentiality.
15.	Commitment to Family Action's Equal Opportunities Policy and an ability to reflect upon equality and diversity issues take appropriate action.
16.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>a) Being <b>people</b> focused</li> <li>b) Reflecting a '<b>can do</b>' approach</li> <li>c) Striving for <b>excellence</b> in everything we do</li> <li>d) Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>

17.	Willing to work flexibly and outside core hours, including early morning, late evenings and occasional weekends.
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