



JOB DESCRIPTION

Job title:	Business Support /Administrator
Service:	Perinatal Peer Support Service Medway - Covid Recovery Service
Salary:	Grade 2 (lower) point 11-15: £20,375 - £23,035 FTE (£4,075 - £4,607 per annum)
Hours:	7.4 hours per week per week (part-time)
Location:	Medway, Kent
Responsible to:	Service Manager

Function:

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

The Service:

The Perinatal Support Service provides support for women in the perinatal period with mild to moderate perinatal mental health issues. Including working in the new phase of the project that has been specifically designed to respond to the impact of the Covid 19 Pandemic on families with new babies. Our peer support volunteers provide regular listening support sessions. We also provide a rolling programme of groups and activities focused on attachment and bonding. The service supports perinatal mums experiencing low mood, anxiety, low-level depression, and social isolation; and mums who are at risk of developing maternal mental health issues during the perinatal period.

Principal Accountabilities:

1. Set up, maintain computerised systems, and produce data and financial reports as required.
2. Process alongside the Service Manager incoming referrals and close client records as required.
3. Maintain timely and accurate records of all cases waiting allocation (waiting lists)
4. Create Inform accounts when referrals are received.
5. Attend regular monitoring and team meetings. Take accurate meeting minutes, and record and write up minutes of meetings as required.
6. Support the Service Manager in producing Service Impact Reports and quarterly monitoring reports for Commissioners. Ensure service user feedback is regularly collated and evaluated.

7. Oversee financial expenditure of the service and submit returns to Head Office. Process all invoices, coding and forwarding to Head Office Finance.
8. Carry out administrative tasks such as receiving and sending email communications, ordering, carrying out photocopying and processing incoming and outgoing mail.
9. Word process reports, correspondence and other information and complete filing as required.
10. Provide an efficient and welcoming first point of contact for the service including answering the main service telephone line.
11. Book room hire, and venues as required by the service.
12. 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.
13. 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. Adhere to Family Action's confidentiality policy and ensure that confidentiality is always maintained
15. Coach, mentor and provide a level of peer supervision to any administration volunteers or apprentices.
16. 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.
17. Participate in supervision arrangements and team meetings as negotiated and agreed with the Service manager.
18. 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.
19. Work flexibly as may be required by the needs of the service and undertake any other reasonable duties as required.
20. To be able to always evidence Family Action's values, 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

Education, Qualifications and Background	
1.	Level 3 in Business Admin or an equivalent qualification.
2.	Demonstrable experience within an administrative role.
3.	Experience of setting up and running administrative systems.
4.	Proven experience of using Word for Windows, Excel and Access databases, internet, power point, publisher, photo shop, 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.
Abilities and Skills	
6.	Experience of maintaining financial systems including the ability to manage credit card returns and process invoices.
7.	Ability to maintain records, collate statistical information, and analyse data, as part of a Case Recording System Database. Knowledge of INFORM recording systems is an advantage.
8.	Ability to work independently, using own initiative and as part of a complex and 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 always evidence Family Action's values, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> 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
15.	Willing to work flexibly and outside core hours, including early morning, late evenings and occasional weekends.