

## **JOB DESCRIPTION**

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| <b>Job title:</b>      | Business Support Coordinator                                  |
| <b>Service:</b>        | Medway Services   |
| <b>Salary:</b>         | Grade 2 Point 16-19 (£24,724 - £27,232) pro rata if part time |
| <b>Hours:</b>          | Up to 37 hours a week (37 hours is full time)                 |
| <b>Location:</b>       | Hybrid: Family Action Medway Office & home                    |
| <b>Responsible to:</b> | Service Manager   |

### Summary of job:

This is an exciting opportunity to play a key role providing comprehensive business and administrative support to ensure the smooth running of a number of services run by Family Action in Medway. The Business Support Coordinator have a line management responsibility and will lead on a range of business support and administrative duties including data collection, measuring impact and outcomes, and financial monitoring.

This role will manage and coordinate a wide range of business processes that support our children and family services in Medway. This will include support for parents of children with SEND, perinatal and universal parenting services.

Our growing number of services aim to work collaboratively to provide the best possible support to families needing additional support and this role is key to the successful delivery of this vision.

### **Key tasks and responsibilities:**

1. Maintain computerised systems, and produce data and financial reports as required.
2. Process incoming referrals and volunteer documentation onto our shared system and close client records as required.
3. Maintain timely and accurate records of all cases waiting allocation (waiting lists)
4. Oversee Inform accounts when referrals are received, including the inputting of referral information and highlighting any missing data or risk.

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. Collate evaluation and feedback and work alongside Service Manager to inform commissioner reporting.
9. Provide line management to the Business Support Officer and Triage Officer, taking an active role in their professional development.
10. Have regular contact with referrers, updating service user engagement and attendance.
11. Book room hire including any additional equipment/materials that may be required, and be involved in the risk assessment of 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 Family Action requirements and relevant legislation.
14. Adhere to Family Action's confidentiality policy and ensure that confidentiality is always maintained
15. 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.
16. Participate in supervision arrangements and team meetings as negotiated and agreed with the Service manager.
17. 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.
18. Work flexibly as may be required by the needs of the service and undertake any other reasonable duties as required.
19. Be able to 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

**Continue to next page.**

## Person Specification

| Education, Qualifications and Background |   |
|--|---|
| 1.                                       | Level 3 in Business Admin or an equivalent qualification.   |
| 2.                                       | Demonstrable experience within an administrative role/business support which has included line management responsibility.   |
| 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.   |
| 6.                                       | Experience of maintaining booking systems   |
| Abilities and Skills                     |   |
| 7.                                       | Experience of maintaining financial systems including the ability to manage credit card returns and process invoices.   |
| 8.                                       | Ability to maintain records, collate statistical information, and analyse data, as part of a Case Recording System Database. Knowledge of INFORM (a Salesforce system) recording systems is an advantage.         |
| 9.                                       | To be the main point of contact for Inform training for new staff and volunteers and to be the main link with the central systems team for the development of Inform to ensure it meets the needs of the service. |
| 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.   |

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| 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. | <p>To be able to always evidence Family Action's values, which underpin Family Action's mission of 'building stronger families' by:</p> <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.  |