

JOB DESCRIPTION

JOB TITLE	Business Support Officer
PAY BAND:	Band 3
DIVISION:	Operations and Organisational Development
BASE:	Spring Farm Business Centre, Moss Lane, Minshull Vernon
REPORTS TO:	IT Manager
ACCOUNTABLE TO:	Head of Operations and Organisational Development
KEY WORKING RELATIONSHIPS	

Job Summary

To work within the Business Support Services Team (BST), providing a wide range of administrative and support tasks, necessary to facilitate the smooth running of The End of Life Partnership and its various work programmes.

The role of the Business Support Officer is a pivotal and valuable one. From providing a warm welcome to people visiting The End of Life Partnership at Spring Farm, and all telephone enquiries, to booking delegates/students onto courses, sessions and study days, supporting projects, data entry and general administrative support through to ordering resources and operating relevant financial procedures. A number of ICT platforms are used on a daily basis to enter or evaluate data, run reports and manage systems. The Business Support Officer will also be required to provide mentorship and support to Business Support Assistants and/or volunteers as appropriate.

The post holder is required to be qualified at NVQ level 2 or above, have relevant experience in working in a busy office environment and managing a caseload. There will be regular contact with a range of health and social care professionals, education/academic professionals, students and members of the public; therefore the post holder will need the ability to adapt accordingly.

A key requirement of the role will be to be a team player and to prioritise workloads with other team members, delegating as necessary.

Key Duties/Responsibilities:

- Provide comprehensive administrative support to EoLP's four distinct work programme teams and the Head of Business Support Services
- Take responsibility for the development, implementation, booking, co-ordinating and setting up of events for the four work programmes, as required
- Respond sensitively, confidentially and courteously to all enquiries, ensuring responses are prompt and appropriate
- Attend meetings and produce action notes/minutes as required

- Undertake accurate data entry and presentation of information using appropriate technology for evaluation purposes
- Maintain EoLP's stock of office consumables, including stationery/perishables and processing of invoices to finance department
- Undertake general housekeeping tasks to ensure organisational activities run smoothly e.g. set up and clear up of rooms, stock replenishment etc

Other Duties:

Communicating Effectively

The post holder is required to communicate complex information clearly, courteously and accurately, orally and in writing to a wide range of internal and external partners. The post holder is required to actively listen to colleagues and customers and respond respectfully. The post holder will minute meetings where necessary, and/or provide written reports/evaluations/action plans in line with EoLP's requirements.

Planning and Organisation

The post holder is required to take responsibility for planning and prioritising their own work, within the requirements of the role as determined by their Line Manager; ensuring deadlines are met in a timely fashion, and information is relayed accurately. The post holder will also be expected to co-ordinate the contributions of those involved in delivering education and training within EoLP. Additionally the post holder is required to support and guide, where relevant, the workload of any Business Support Assistants and/or Volunteers as required – ensuring high standards are being applied and agreed processes are being followed.

Collaborative Working

The post holder is required to participate in the work of the Business Support Services Team as a whole, as well as having individual responsibilities for each work programme. It is also important for the post holder to maintain good, positive relationships both with delegates/students and with external partners. The post holder will be required to represent EoLP in a professional manner at all times, and will therefore be responsible for maintaining and enhancing the image and reputation of the organisation.

Effective Decision Making

The post holder reports to the Head of Business Support Services as necessary, but has the freedom to act independently in order to accomplish objectives, within an overall framework set by their line manager. The post holder is expected to demonstrate individual initiative and to exercise professional judgment and discretion in the guidance/information provided to staff, delegates/students and partners. The post holder will need to take some operational decisions using their own initiative in light of competing pressures.

When responding to queries, the post holder will be required to take independent decisions on how to respond and who to refer queries onto. The post holder will also be required to make collaborative decisions with colleagues within the Business Support Services team on changes to operational policies and procedures.

Delivering a High Quality Standard of Service

The post holder is required to provide a high standard of customer service at all times; dealing promptly and constructively with all enquiries and requests received. Much of this contact will relate to enquiries regarding study days and courses, but occasionally sensitive and complex situations may arise, such as discussions around student finances and/or end of life care issues. Decisions on these more complex matters will normally be referred elsewhere but clarity and diplomacy will be required in dealing with them. The post holder is required to maintain data protection and confidentiality standards at all times. The post holder is required to work within the limits of their own competence and levels of responsibility and accountability within the team and organisation. The post holder has a duty to ensure resources are used/maintained efficiently and effectively and encourage others to do so.

Personal Development

The post holder will be expected to identify and discuss with their Line Manager any problems with carrying out tasks within their workload. With the support of the Line Manager, the post holder should identify what training/knowledge may be needed to allow them to do their job better and also identify when they need additional help/support. The post holder will also be required to support the development of skills and knowledge for the Business Support Assistant(s) and/or Volunteer(s), supporting them to carry out their roles effectively. Four to eight weekly one to one meetings with the Head of Business Support Services and an annual appraisal will be carried out in line with EoLP's policies and processes.

Pastoral Care and Welfare

The post holder may be required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people.

Health, Safety and Security

The post holder is required, at all times, to act in ways that are consistent with legislation, policies and procedures for maintaining their own/others health, safety and security. The post holder is expected to assist in maintaining a healthy, safe and secure working environment for everyone who is in contact with the organisation (across multiple sites, where appropriate). The post holder will be required to report both actual and potential health and safety issues/risks in a timely manner; completing both accident books and incident forms as per EoLP's Health and Safety policy.

Equality, Diversity and Rights

The post holder is expected to act in a way that is in accordance with legislation, policies and procedures, as well as good practice. The post holder is required to treat everyone with whom they come into contact with dignity and respect; acknowledging different opinions/perspectives and not discriminating in any way.

General

1. To contribute to and support the development of policies, procedures and protocols as appropriate.
2. To promote equality of access and opportunity in all aspects of the work.
3. To take all reasonable steps to promote a safe and healthy working environment which is free from discrimination.
4. To comply with the End of Life Partnership policy on confidentiality, and the General Data Protection Regulations relating to information held manually or on computerised systems.
5. To respect the confidentiality and privacy of clients and staff at all times.
6. To maintain a constant awareness of health, welfare and safety issues affecting colleagues, patients, visitors and themselves, reporting any accidents or fault in line with End of Life Partnership policies.
7. To participate in personal training, development, appraisal, and attend all relevant training courses as required.
8. EoLP has a responsibility and is committed to safeguarding and promoting the welfare of children, young adults and adults at risk with care or support needs and expects all staff and volunteers to honour this commitment to minimise risk or harm in accordance with current legislation, statutory guidance and EoLP's policies and procedures. This means that staff must understand their own responsibility and recognise the requirement to engage with staff training and supervision, as well as promoting multi-agency working to safeguard patients.

The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.

This job description will be reviewed after 6 months following appointment