

## **JOB DESCRIPTION**

**Post:** Business Support Officer

**Salary:**

**Location:** Norfolk

**Reporting to:** Service Manager/Team Manager

**Responsible for:** N/A

## **RESPONSIBILITIES OF THE POST**

### **1) Principal purpose of the job role**

To act as the first point of contact for all enquiries and provide a range of administrative services and effective business support to operational management of our services. Ensuring confidentiality is always observed the post holder will be instrumental in providing a high standard of customer service. Supporting the management teams to ensure safe working practices and quality assurance measures meet the requirements relevant to the service. You will achieve this through acting with integrity; value, respect and promote equality, diversity, dignity and inclusion.

### **2) Context**

Independence Matters provides a wide range of support services tailored to the needs of adults with learning and physical disabilities, mental health, young people in transition and older people, including people with dementia, and their families.

The post is responsible for ensuring that all administrative tasks in relation to the service meet the required standards. You must have the ability to work within a busy team and have a flexible approach with a good eye for detail. Good organisational skills and a thorough approach to tasks is essential, along with the ability to meet deadlines within a busy environment.

### **3) Key responsibilities of the role (*This list is not exhaustive*)**

- Maintain records and efficient filing systems including setting up files for new customers and requesting and collating information/documentation as required.
- Ensure that confidential and sensitive information and personal records are held in a secure environment and in accordance with the provisions.

- Produce invoices and check claims at the required time each month and send to correct place for payment.
- Order items via agreed suppliers.
- Populate and maintain spreadsheets and databases and input and validate data.
- Complete the processing of documents required to deliver and maintain statutory and non-statutory processes including recruitment exercises.
- Support management to compile and send in timesheets and claims to payroll.
- Plan and manage own workload prioritising tasks to meet needs as required. Time management is important.
- Comply with best practice and departmental policies to ensure that all practices and procedures deployed in undertaking duties and responsibilities are efficient and effective.
- Prepare initial drafts of letters/and complete standard letter templates ensuring accuracy and grammar. Knowledge of mail merge will be required.
- Support the management teams in ensuring that staff and customer data on the care monitoring system is up to date and accurate. Accuracy and use of databases for use of mail merge is important.
- Records management and archiving in line with company retention periods.
- Maintain procedural documentation required for statutory functions including the typing of risk assessments and support plans.
- Open and distribute mail and distribute/circulate documents.
- Act as the first point of contact for enquiries from the public and colleagues.
- Undertake day to day communication with family carers, colleagues and customers and other agencies.
- Be responsible for safe working practices of self and assist the management team as required in maintaining a safe working environment in accordance with Health and Safety legislation.
- Work flexibly to provide support as required across different teams and sites.
- Monitor collate and coordinate information and the production of reports.

- Maintain and administer systems to record and monitor complaints.
- Assist the manager in monitoring and checking budgetary records and reconcile bank statements.
- Administer the operation of petty cash and other accounts to ensure the correct maintenance and control of these systems and associated records.
- Arrange, attend and minute meetings, compiling agendas and undertaking associated administrative work and follow up action.
- Monitor and maintain inventories of equipment, supplies and stock.
- Assist on issues relating to the management of the building including providing support in receiving visitors and telephone calls.
- Ensure that all confidential records are maintained within a secure environment and comply with Data Protection legislation.
- In line with company policies and procedures uphold the position of note taker as required.
- If required update social media in line with company standards.

#### **4) Special Conditions**

- a) The post is subject to the appropriate level of Disclosure and Barring check.
- b) The post holder will be classed as office based with a base location geographical to their home address. It is envisaged that the post holder will be required to work away from their base and attend meetings away from their base location.

#### **PERSON SPECIFICATION**

##### **Essential Criteria**

- 1) Good standard of Education (5 GCSE Grade C or above in English and one other subject) and demonstrable ICT skills.
- 2) High levels of literacy, numeracy and ICT skills and competency using Microsoft Office and efficient in the using the internet.
- 3) Proven time management skills.
- 4) Knowledge of financial processes.
- 5) Relevant general office experience.

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- 6) Highly organised and methodical.
- 7) Evidence of ability to successfully communicate with a range of different audiences.
- 8) Demonstrate the ability to work on own initiative.
- 9) Flexibility regarding working hours to accommodate the needs of the business.

## **Desirable Criteria**

- 1) RSA/OCR Typing and/or word processing Level 2 or similar.
- 2) NVQ 2/3 in Business Administration.
- 3) Ability to support change and transitions within the working environment.