

Job Description:
Business Support Officer



Job title:	Business Support Officer
Grade:	Pay scale NJC Pts. 7-11 (£20,092 - £21,748) per annum (pro rata)
Contract end date:	Fixed term ending 31/03/2023, with the possibility of extension, subject to funding
Annual Leave:	27 days per annum (pro rata)
Responsible to:	Operations Manager
Location:	Office based role at our Manchester HQ, with the possibility of community-based work in localities across Greater Manchester.
Hours of work:	37.5 hrs per week
Job Summary:	<p>You will be assigned to key areas of the charity, providing the business support function for that area of work. This could be a variety of parts of the charity such as our arts based programmes, to supporting key meetings, task and finish groups, research projects or external partnership programmes. This presents an exciting opportunity for a person who displays excellent attention to detail, enjoys a flexible and diverse role, and who can manage multiple priorities. You will have the opportunity to liaise with a range of external partners, acting as the first point of contact for the programme you support. You will develop your knowledge of many aspects of the organisation's service delivery and further extend your project management skills.</p> <p>Alongside your colleagues in the business support team, you will perform key organisation-wide functions including: answer and directing external and internal calls, ensuring the timely approval of e-referrals into our management information system, and where necessary, link these to relevant specific waiting lists. You will maintain a tidy, welcoming waiting area, with well-stocked and contemporary marketing materials and refreshments. You will welcome a range of visitors to 42nd Street, whether they be young people, parents/carers, professionals, commissioners or other stakeholders.</p> <p>You will report directly to the Operations Manager.</p>
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KEY TASKS:

1.0 SPECIFIC TO THE POST HOLDER: Assigned programme areas (50%):

- 1.1. Co-ordinate meetings, both internally and externally, liaising with all parties to ensure that the date and time is suitable for all participants.
- 1.2. Take accurate minutes of meetings ensuring that these reach participants along with an agenda, associated meeting documents and an actions list, at least one week prior to follow up meetings.
- 1.3. Create and then maintain the actions lists for meetings, following up with action owners prior to each meeting to ensure the smooth flow of action between meetings.
- 1.4. Source suitable, accessible meeting and events venues and order any refreshments, ensuring they meet the dietary requirements of participants.
- 1.5. Liaise with the Marketing & Comms team to ensure all invites and participant information is sent out in a timely way and to act as the first point of contact in advance of the event.
- 1.6. Carry out all tasks requested by the Service Manager or Senior Practitioner associated with your programme area which enable the work area to function smoothly and at pace e.g. compiling information, creating resource packs, liaising with interns and volunteers.
- 1.7. Order equipment and resources associated with the programme of work.
- 1.8. Providing support to wider operational, finance and leadership teams in the course of their work. This may include tasks such as: co-ordinating employee submissions of vehicle roadworthiness, maintaining accurate records of required health and safety documents submitted by staff, key holding lists, or otherwise supporting ad hoc requests to gather data, provide note-taking, researching venues, typing, data entry, etc.

2.0. SHARED WITH THE BUSINESS SUPPORT TEAM (50%):

- 2.1. Deal with all incoming and outgoing post, with daily franking and posting of letters.
- 2.2. Check Team email inbox and ensure communications are disseminated to relevant individuals according to agreed communications type/lead and using standard flagging systems linked to urgency.
- 2.3. Check stock levels of core stationary and ensure timely replenishment alongside the ordering of staff requested stationary.
- 2.4. Answer incoming and internal calls, ensuring the caller reaches the best person for their query.
- 2.5. Ensure the waiting area is tidy and that all marketing materials are up to date, well stocked and well displayed. Refreshments will be well stocked and the dishwasher emptied daily.
- 2.6. Ensure that all new referrals into the service are accurately entered into PCMIS, whether e-referral or, where relevant paper referrals, and that those referrals for specific targeted services are assigned to the correct waiting list on our electronic care recording system.

- 2.7. To maintain an accurate stock check of our hard copy marketing packs and other publicity materials.
- 2.8. To make up Welcome Packs for young people and ensure that up to date young people facing internal and external services' marketing materials are available in our waiting area and in staff spaces.
- 2.9. To photocopy and distribute material internally and externally as required.
- 2.10. To maintain charity ID badges for all staff, liaising with the HR Administrator to ensure that the accurate and timely dissemination to new staff, and upon re-issue date. You will maintain records of active identification and ensure that all ID badges are returned upon staff exit from the organisation.
- 2.11. To maintain an ongoing cycle of internal staff rotas and internal meetings, ensuring these are mapped to electronic diaries.
- 2.12. To contribute to the ongoing development of the business support function to ever enhance the quality and effectiveness of our operational systems and processes.
- 2.13. To ensure that all aspects of the business support function are aligned with 42nd Street's vision, mission, social objectives and equality, diversity and inclusion.

3.0. SHARED WITH ALL WORKERS:

- 3.1. To ensure that the values and principles underlying the organisation's mental health and emotional well-being support with young people are maintained and developed. These include an active commitment to anti-discriminatory practice and to ensuring that services are accessible to those young people who are often excluded from such services, for example, black young people, disabled young people, gay, lesbian, bisexual and trans young people.
- 3.2. To be aware of and ensure compliance with legal requirements and internal policies with particular reference to information governance, data protection, confidentiality, health and safety, and safeguarding children and vulnerable adults.
- 3.3. Ensure the maintenance of standards of practice according to 42nd Street and any regulating, professional and accrediting bodies (e.g. BPS, HSCIC, UKCP, BABCP).
- 3.4. To contribute to the development of 42nd Street through active involvement in team meetings, consultations and other relevant systems and structures.
- 3.5. To maintain all relevant information systems including monitoring, recording and personnel systems.
- 3.6. To participate in managerial and external supervision and have an active involvement in professional development opportunities at 42nd Street.
- 3.7. To maintain safe systems of work at all times and take care of your own safety, and that of colleagues and others who may be affected by your activities.
- 3.8. To undertake any other duties that may be required which are commensurate with your role.
- 3.9. To undertake any requests made by the Management Team at 42nd Street that is relevant to this post.

- 3.10.** To provide some of your work at times other than office hours so that the service is accessible. This means some evening and weekend work.

The main responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with the post-holder, the duties may change from time to time to reflect the changing needs of the service.

Person Specification: Business Support Officer



SELECTION CRITERIA	METHOD OF ASSESSMENT	ESSENTIAL	DESIRABLE
1. Training, Qualifications & Experience			
The successful candidate will have:			
a) Experience of co-ordinating meetings with internal and external partners, providing	✓ Application	x	
b) Previous experience in a project management role	✓ Application ✓ Interview		x
c) Experience of using digital management information systems	✓ Application ✓ Interview	x	
d) Experience of providing a business support function, finance or reception within a health and social care setting	✓ Application ✓ Interview	x	
e) At least 3 years of relevant experience	✓ Application ✓ Interview	x	
f) Evidence of role specific qualifications or extended professional development training	✓ Application ✓ Interview		x
g) Experience of using project management software	✓ Application ✓ Interview		x
2. Knowledge			
The successful candidate will be able to demonstrate knowledge and understanding of:			
a) Knowledge of the broad issues surrounding emotional wellbeing / mental health services for young people.	✓ Application ✓ Interview	x	
b) Proficient ICT skills including use of Microsoft Office applications.	✓ Application	x	
c) A working understanding of risk management including safeguarding, confidentiality, information governance and data protection as these relate to your role function.	✓ Application ✓ Interview	x	
d) Digital operational and communication systems e.g. video-communications software such as MS Teams, client management information systems such as PCMIS	✓ Application ✓ Interview	x	
3. Skills & Abilities			
The successful candidate will be able to:			
a) Liaise with individuals, statutory and voluntary services, schools/colleges and community organisations.	✓ Application ✓ Interview	x	
b) Work in a way that engages and demonstrates consistent commitment to issues of equality, diversity and inclusion.	✓ Application ✓ Interview	x	
c) Communicate positively, effectively and sensitively in person, using digital media and in writing with a variety of audiences.	✓ Application	x	
d) Plan, organise and prioritise own workload and manage time effectively to meet deadlines and quality end products.	✓ Application ✓ Interview	x	
e) Evidenced attention to detail	✓ Application ✓ Interview	x	
f) Ability to provide effective business support for multiple projects simultaneously, which have different aims, outcomes and requirements.	✓ Application ✓ Interview.	x	
4. Personal Commitment			
The successful candidate should be able to demonstrate commitment to:			

a)	Ensuring that issue of equality and a respect for diversity is reflected in all aspects of work.	✓ Application ✓ Interview	x	
b)	Continued professional development through undertaking training and participating in other learning opportunities.	✓ Application	x	
c)	Recognition of the need to be accountable for work through supervision, performance management and other relevant processes.	✓ Application ✓ Interview	x	
d)	Work as part of a team, contributing to 42 nd Street's effectiveness, quality of services, skills and expertise.	✓ Application ✓ Interview	x	