



Role Profile

Job Title: Business Support Officer	Role Profile Number: BSN137
Grade: L Salary:	Date Prepared: February 2021
Directorate/Group: Adult Services	Reporting to: AMHP Lead
Structure Chart attached:	No

Job Purpose

- To provide a high standard of administrative support to the AMHP (Approved Mental Health Professional) team. Including providing support to the AMHP Lead & Integrated Service Lead in the discharge of their responsibilities.
- To provide general admin support to assist the collation of data for Swindon Borough Council Key Performance indicators as required.

Key Accountabilities

- Assist with the general administrative support to the team or workgroup, as directed by the integrated Service Lead and AMHP Lead.
- Provide support to the operational team as required, by answering phone enquiries, signposting caller, message taking, maintaining client files, and providing general administrative support to the team.
- Maintain accurate up-to-date client and management information systems including SWIFT, Eclipse, and RIO as required.
- Collate data for statistical returns when required.
- Interrogate computer systems for statistical purposes and produce documents as directed, in support of the team. Use computer packages, including Word, Excel and PowerPoint to produce presentation documents and input management information as directed.
- Assist in ensuring that the system housekeeping is up to date, by keeping documents in the appropriate directories, keeping back up documents or deleting documents as required.
- Liaise with the originators of typing and word processing work to transcribe accurately, laid out as required including presentation and grammar.
- Maintain knowledge of current developments around use of information technology and communication systems.
- Ensure that any identified personal training needs are discussed with Line Manager.
- Take minutes for meetings e.g. professionals, multi-disciplinary, best interests, team meetings and

social work forums.

- Undertake any other duties that can be accommodated within the grading level of the post e.g. filing.
- Develop the AMHP Duty Rota under the direction of the AMHP Lead
- To enter data and upload information onto relevant data bases to ensure recording about key performance indicators is accurate.

Supplementary Accountabilities

- Ability to cope with highly sensitive information; sometimes upsetting, when dealing with client's personal details, this will include telephone calls, typing reports, legal documents and data recording.
- Show high level of discretion at all times due to the highly sensitive nature of the work.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Essential

- Ability to cope with highly sensitive information.
- Able to work quickly and accurately to deadlines.
- Ability to learn and gain experience of new areas of work and responsibilities, and help in other areas of the office.
- Commitment to improving the quality of service.
- Must have excellent computer skills.
- Excellent communication skills across different groups and organisations and a polite and courteous telephone manner.
- Minute taking
- Ability to work quickly and accurately and be able to adapt to changes in levels of workload and priorities.
- Prepared to learn new skills and to help in other areas of the office.
- Ability to use own initiative within remit.
- Willingness to contribute to the overall effectiveness of the team.
- Commitment to Equal Opportunities Policy.
- Ability to work well within a team and also alone in a normal office environment.

Desirable

- Understanding of the work of Adult Social Care.

Qualifications

Essential

- Educated to GCSE level or equivalent.
- Experience of using data recording systems

- Substantial experience of working in a busy office environment.
- Experience of working in an administrative role using Windows based packages.
- Experience of dealing with the public over the phone.

Desirable

- GCSE passes in English and Maths.
- RSA III typing or Word Processing qualification.
- PC based word processing and data input.
- Experience of dealing with the public over the telephone and the ability to cope with highly sensitive, sometimes distressing, information when dealing with clients' personal details

Decision Making

- Work with Corporate Policies, Adult Services' procedures and team procedures.
- Advice taken from integrated Service Lead and AMHP Lead and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external reporting, especially around key performance indicators.
- Across all aspects of the position, to make an informed decision based on current legislation e.g. Data Protection Act, on what information can be given to another person either within or outside of Adult Services.

Creativity and Innovation

- Due to the nature of the work there are constant procedure changes. This can be as simple as database upgrades, which require changes to be made to everyday actions.
- Problem solving, including with electrical and multimedia equipment, service user enquiries and liaising with other departments.
- There can also be changes within the law, which need to be incorporated into our working practices.
- All these changes need to be documented and distributed throughout the working team.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Manage own workload <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • n/a 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>None</p> <p>None</p> <p>None</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Clients and families
- Other professionals and partner organisations
- Health Organisations
- Other social services
- Own internal team and other internal teams e.g Complex Care team
- Finance & Brockers
- Transport
- Police
- Service providers and other partner agencies
- Hospitals (acute and inpatient wards)

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	