

<b>Job Title:</b>	Business Support Advisor	<b>Reporting to:</b>	Care Home Manager
<b>Grade:</b>	K	<b>Posts/Team reporting to this role:</b>	
<b>Business unit:</b>		<b>Role Profile Reference:</b>	P/A

**Reporting Structure**

A copy of an organisation chart, showing where the role fits into the structure, must be attached to the Role Profile.

**Role Overview**

- Assist the Care Home Manager
- To deliver effective business support
- Work as part of the Business Support Team
- Input to Data and Record Management system

The post holder may be required to work across a number of different locations providing reciprocal cover arrangements.

**Role Purpose:**

- Responsible for the daily business support in the allocated service area accounting for business priorities for example maintain financial records, complete time sheets and minute taking.
- Work with the Care Home Manager to continuously improve and develop the function and provide project support to Care Home Manager in line with process and procedure.
- Accountable for ensuring resolution and follow up of issues pertinent to the service ensuring that facilities are safe and fit for purpose
- Maintain appropriate Health and Safety standards.

**Role Accountabilities:**

- Provide support to customer and visitor reception areas acting as the first point of enquiry and sign posting individuals to relevant information/service. Ensure that all visitors are aware of expected behaviours whilst on the premises. Maintain up to date notice boards and information displays and reference materials where applicable.

- Respond to telephone email and written queries on behalf of the service area, including call handling where appropriate.
- Arrange meetings, events and conferences on behalf of the service where necessary making bookings and ensuring all necessary equipment is available.
- In liaison with staff and Care Home manager to ensure that business support processes and systems continue to develop to meet our changing needs and priorities.
- Maintain accurate timely electronic and hard copy business systems and records. Support operational staff to access management information, electronic and hard copy, producing reports when required.
- Collate data to enable Care Home manager to monitor budgets and performance in relation to business support function.
- Collate and prepare information for service area users.
- Be compliant with the Data Protection and record management policy and procedures with particular reference to confidentiality and safeguarding issues.
- Ensure compliance with Health and Safety policy and procedure.
- Be proactive and contribute ideas for improvement in the way the service is delivered.
- Give advice and guidance to Care Home manager around the format and presentation of complex information and documents.
- Ensure that all office support services e.g. post fax filing photo copying, are delivered in a timely manner. Maximise the use of Outlook and Microsoft office to enable effective management of the service area.
- Process and pass for payment all relevant invoices in a timely manner in accordance with business process.
- Monitor stock and order supplies and equipment as required within the business area.

### **Knowledge and Experience**

- Relevant experience in an admin environment
- Good level of numeracy and literacy to GCSE or equivalent
- Competent in use of Microsoft Office and Business applications
- Ability to handle confidential information with discretion
- Ability to communicate verbally and in writing to a good level face to face and over the telephone
- Able to input to project documentation.
- Able to format and complete business template documents
- Good organisation skills
- Able to work as part of a team
- Flexible and adaptable – willing to learn new skills
- Able to prioritise workload on a day to day basis, but knowing when to escalate to Care Home Manager
- Able to build effective working relationships with customers and clients

## **Key Behaviour Competencies:**

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

## **Contacts and Relationships**

- Daily contact with Care Home Manager
- Daily contact with integrated service management teams
- Daily contact with service users and providers and partner organisations
- Frequent contact with suppliers

## **Other Key Features of the role**

Health and Safety responsibilities. The post holder will be working with service users who may on occasion exhibit difficult and challenging behaviors. The post holder needs to be aware of customer need and expectations within the environment They will also be working with highly confidential information, which has to be maintained in a sensitive and completely confidential manner.

The post holder will need to be flexible to accommodate any other duties and responsibilities within the grading of the post.

The post holder may also be required to liaise with the Care Home Manager to ensure that a robust rota is in place.

Post holder to support the banking and remittance service (inc petty cash)

Board Director:	
Signature:	Date