



## Role Profile

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| <b>Job Title:</b> In House Provider Services Business Support  | <b>Grade/ Level:</b>                         | <b>Post Number:</b> SBC_11770 |
| <b>Directorate:</b>  | <b>Job Family:</b><br>Health and Social Care | <b>Date Prepared:</b>         |
| <b>Role reports to:</b> In House Provider Operational Manager  |  |                               |
| <b>Job Purpose:</b><br>High standard or administrative and financial support to a range of In-House Provider Services to provide tailored support to ensure service compliance with the CQC.   |  |                               |
| <p><b>Key Accountabilities:</b></p> <p><u>Financial Support</u></p> <ul style="list-style-type: none"> <li>• Checking and collating time sheets.</li> <li>• Prepare monthly payroll spreadsheet for the Operational Manager to approve.</li> <li>• Be responsible for collection and reconciliation of all service user’s money held on site</li> <li>• Manage amenity funds.</li> <li>• Administration of petty cash and use of a procurement card for work related purchases</li> <li>• Raise invoices for service user contributions and care repayments where applicable</li> <li>• Process all invoices for purchased items.</li> <li>• Process housing benefits claims where applicable.</li> <li>• Update payment schedules in response of fairer charging assessment.</li> </ul> <p><u>Office Administration</u></p> <ul style="list-style-type: none"> <li>• Liaise with health and social professionals to support discharges into In House Services.</li> <li>• Producing letters, including legal letters, for professionals with high attention to detail and high level of accuracy.</li> <li>• Format reports, including reports for court in accordance with the specified requirements.</li> <li>• Create and maintain spreadsheets and collate data for statistical returns.</li> <li>• Overseeing the monitoring of stocks and ordering of supplies and equipment for the relevant teams.</li> <li>• Support the administration of Health &amp; Safety and fire safety policies and regulations.</li> </ul> |  |                               |

- Monitoring and scheduling of service contracts to ensure continuity of crucial services are not disrupted.
- Management of the receipt, sorting, scanning and distribution of incoming and outgoing post.
- Photocopying, filing, scanning and saving documents to appropriate client files.
- Maintaining client files and management information.
- Arrange meetings as required.
- Taking, producing and distributing meeting minutes.
- Producing information packs as required.
- Complete typing requests and inputting data accurately, checking with originator as required to check accuracy and correct spelling and grammar.
- Arrange staff and client travel arrangements.
- Process documentation relating to staff in a timely manner including expense claims, timesheets, overtime claims, parking permits, starters and leavers, eye test claims.
- Act as a single point of contact for facilities management issues such as tacking the resolution of building faults, liaising with contractors etc.
- To undertake any other duties that can be accommodated within the grading level of the post as directed by the Business Support Team Leader, this may include supporting other Business Support functions in a range of locations as required.
- Ensure that any identified personal training needs are discussed with Line Manager

#### Customer Contact

- Answer queries received by telephone and writing as far as possible; signpost as appropriate or forward a message to a relevant colleague.
- Appropriately handling situations involving vulnerable clients and stressful situations with clients and members of the public.

#### ICT Literacy

- Update and input into Social Work Case Management Systems i.e. Eclipse and Swift
- Ensure that all Trackers and Dashboards are updated regularly to support oversight of capacity
- Set up new service users on all systems
- Support with all aspects of staff rostering.
- Operate computer systems for word processing purposes, making full use of all the facilities offered by the system to produce a high standard of word-processed documents as directed, in support of the team or workgroup.
- Use of Outlook to manage shared inboxes and Outlook calendars to manage room bookings whereabouts of staff.
- Maintain knowledge of current developments around use of information technology and communication systems.
- Use of Excel to create and maintain tracking information.

#### **Supplementary Accountabilities:**

Ability to cope with highly sensitive information and demonstrate resilience when dealing with upsetting information.

Due to the highly sensitive nature of the work, demonstrate confidentiality and discretion when dealing

with client's personal details, this will include telephone calls, typing reports, legal documents and data recording

Assist Business Support Team Leader in financial administration as required.

**Job Scope:** N/A

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**Number and type of jobs managed:** Manage own Business Support workload

**Budget:** None

**Typical tasks supervised/allocated to others:** N/A

**Assets:** None

### **Knowledge and Experience:**

#### Essential

- RQF level 3 or equivalent or working towards Level 3 of RQF or compensatory experience in care business support
- Educated to GCSE level or equivalent.
- One year's experience of working in a busy office environment.
- Experience of working in an administrative/financial role using a range of IT packages.

#### Desirable

- GCSE at grade C or above in English and maths.
- PC based word processing and data input experience
- 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.

### **Skills & competencies:**

#### 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 word processing skills.
- Excellent communication skills across different groups and organisations and a polite and courteous telephone manner and excellent customer service skills.
- 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 process, 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.
- Ability to follow specified processes to ensure consistent service delivery to all customers.

Desirable

- Understanding of the work of the professions supported.

**Working Conditions:**

Verbal contact with service users who can sometimes be distressed.

Consistent high use of IT equipment.

**Decision Making:**

Work with Corporate Policies.

Advice taken from Business Support Team Leader, Team Manager, Assistant Team Manager, Service Managers, senior team members and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance from Business Support Team Leader. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external service users, particularly with child protection issues or legal matters, as well as not meeting 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 Children 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.

**Job Specific Competencies:**

- Excellent interpersonal skills
- Adaptable to new tasks and flexible in responding to changes in work patterns
- Ability to work both on own and within a team and demonstrate initiative
- Manage a varied workload and keep to task (e.g. progress chase colleagues)
- Communicate effectively
- Ability to be proactive and present ideas for improvement in which the way the service is delivered on an ongoing basis.

**Note:**

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post holder.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

**Employee Signature:**

**Print Name:**

**Date**

**Line Manager's Signature**

**Print Name:**

**Date:**