

<b>Job Title:</b> Business Support Officer - TaMHS	<b>Role Profile Number:</b> BSN133
<b>Grade: K</b> <b>Salary:</b>	<b>Date Prepared:</b> October 2020
<b>Directorate/Group:</b> Children, Families and Community Health	<b>Reporting to:</b> Professional Lead - TaMHS
<b>Structure Chart attached:</b>	No

**Job Purpose**

TaMHS is a tier 2 mental health service working with Children and Young People from 5-18 years to deliver short term evidenced based interventions to improve mental health and wellbeing. The role of the Business Support Officer is to provide a high standard of administrative support to the TaMHS team which consists of Clinical Practitioners and Outreach Workers.

The post holder will require high levels of administrative, communication skills, and an ability to work proactively as a part of the team. To provide typing of documents where required, maintain client database and carry out any other administrative duties to support the team.

The role frequently involves taking calls from a variety of stakeholders. This requires excellent interpersonal skills and the ability to manage sensitive and confidential information safely.

**Key Accountabilities**

- To assist the TaMHS team in preparing for client contacts by printing materials and preparing resources
- To manage telephone calls with sensitivity, respecting the need for confidentiality
- To take accurate messages for the TaMHS team and record in the TaMHS inbox
- To be responsible for sourcing, ordering and managing resources
- Set up and maintain an efficient office
- To be responsible for prioritising own workload ensuring deadlines are met
- To take accurate minutes at bimonthly meeting and distribute to team members
- Support the organisation of meetings for the On Trak team
- Input and update client details onto CAPITA 1 system
- Photocopying, filing, scanning and saving documents to files

- Format reports
- To collate statistics for stakeholders to feed into reports
- Word processing
- Use of outlook to manage shared inbox and outlook calendars
- Use of excel

### **Knowledge & Experience**

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

- Experience of working with the general public and the ability to cope with highly sensitive and sometimes distressing information
- Computer literate and working knowledge of relevant IT software packages eg excel, powerpoint and word.
- Ability to work autonomously and as part of a team.
- Experience of working in a busy office environment
- Experience of using windows based packages

### **Qualifications**

- NVQ 3 or equivalent
- Maths and English GCSE or equivalent A-C

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• N/A</li> <li>•</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• N/A</li> <li>•</li> <li>•</li> </ul>	<p><b>Budget Holder Responsibility: No</b></p> <p><b>Asset Responsibility: No</b></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)*

- Team members
- Colleagues from across the authority
- Clients and their families
- Stakeholders

## **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).

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	