

Job Title:	Business Coordinator, Reablement	Reporting to:	Reablement Deputy Manager
Grade:	K	Posts/Team reporting to this role:	To be agreed
Business unit:	Adult Social Care	Role Profile Reference:	P/A

Role Overview

- Assist the Deputy Manager
- Work as part of the Business Support Team
- Input to Data and Record Management system

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 Deputy Manager and supervisor to continuously improve and develop the function. provide project support to Deputy 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 service users and families, acting as the first point of enquiry and sign posting individuals to relevant information/service.
- Maintain up to date notice boards, 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 operational managers ensure that business support processes and systems continue to develop to meet the changing needs and priorities of Swindon Borough Council
- 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 managers and Supervisors 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 managers around the format and presentation of complex information and documents.
- Ensure that all office support services e.g. post fax filing photocopying, are delivered in a timely manner. Maximise the use of Outlook and Microsoft office to enable effective management of the service area.
- 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 organization skills

Able to work as part of a team

Flexible and adaptable – willing to learn new skills

Able to prioritize work load on a day to day basis, but knowing when to escalate to supervisor

Able to build effective working relationships with customers and clients

Statutory and or Qualifications required for this post

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

Contacts and Relationships

- Daily contact with BS Supervisor
- Daily contact with integrated service management teams
- Daily contact with BS team members across Swindon Borough Council

- 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 BS 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 will also be required to liaise with the supervisor and operational manager to ensure that a robust rota is in place.

Board Director:	
Signature:	Date

General Information

Statement of Commitment

SBC is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs and expects all colleagues and volunteers to share this commitment.

Equality & Diversity

SBC is committed to achieving equality of opportunity for all employees and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

Health & Safety

SBC recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the SBC shall be conducted so as to ensure that patients, their relatives, contractors, voluntary workers, visitors and members of the public having access to SBC premises and the facilities are not exposed to risk to their health and safety.

Infection Prevention and Control

Infection Prevention and Control is everybody's responsibility. All colleagues, both clinical and non clinical are required to adhere to the organisations Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of Health Care Associated Infections.

Appraisal and Personal Development

SBC is committed to lifelong learning for all employees and has put in place an appraisal and development infrastructure.

Information Governance

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual.

The post holder must adhere to SBC information governance policies and procedures including the Data Protection Act, Records Management, and any other applicable policies and regulations.

Records Management

The post holder has a responsibility to adhere to the standards defined within SBC policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records and text messages.

Data Quality

SBC is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with any guidance or policies.

Partnership Working

SBC is committed to partnership working and staff involvement, underpinned by the values of openness, trust, employee involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.