

Job description

Job title

Community Services Business Support Officer

Hours

30 hrs per week

Contract

Temporary for 12 Months

Role profile and grade

AS40A and Grade 2

Salary

Starting Salary £24,729.60 with biennial increments
(Full-time equivalent salary £30,912 per annum)

Location

This role will be a hybrid role partly based at our Cheadle central office and partly based remotely

Reports to

Business Manager

Type of DBS required

Standard (We will apply for this on your behalf)

Job purpose

To contribute to the delivery of personalised and community-focused support services within the Together Trust. This is a dynamic and varied role, providing a high-quality, professional, and efficient service as the first point of contact within the Personalisation and Community Services (PCS) team.

The Together Trust provides a wide range of services to vulnerable children, young people, adults and their families. This includes fostering, residential care, community and family support and specialist education.

Our personalisation and community services team aim to provide extensive care and support to individuals and their families, promoting independence and inclusion within their local communities.

Under the direction of the Business Manager, the post holder will provide a source of support to the PCS management team and team leaders, to drive business outcomes across the services and the Trust. This will include overseeing feedback systems for those people, families using services and staff employed, gathering and analysing management information, identifying and alerting emerging business risks and fulfilling project management tasks commensurate with the level of the role.

Crucial to all these tasks is the ability to utilise and further develop the existing data systems in place to keep, maintain and update official records relating to staff, people supported, statutory and professional contacts.

The post-holder will be expected to be flexible in their approach and be prepared to undertake other duties when required. They should also be able to work independently and use their initiative to undertake tasks which may not be explicit within the job description.

The post-holder will be expected to attend and participate in the coordinator staff meetings, receive supervision, training and appraisals.

In respect of the general responsibilities as an employee of the Together Trust, the post-holder will be required to:

- Promote a positive image of the service and the Together Trust at all times by conducting all activities in line with Trust and departmental values.
- Be aware of and follow the relevant policies and procedures
- Utilise all relevant management information systems within PCS, including the CRM/relevant databases
- Maintain confidentiality for all areas of the post
- Co-operate with all Together Trust staff in maintaining harmonious interpersonal relations
- Perform any duties as may reasonably be required by the Together Trust, or as requested by the post-holder's line manager and other senior managers

Key responsibilities

- Ensuring the systems in place comply with regulatory bodies including CQC and Ofsted, legal requirements and Together Trust policies and procedure and where these do not, alerting senior managers of the issues.
- To review and analyse information within all PCS office systems including spreadsheets, service records and the relevant digital systems including iTrent, eRostering, CPOMS and ClearCare. Providing insight and reporting any trends identified through the department's improvement and development process.
- To assist the business manager in the development of new digital systems within the department, including the implementation of eRostering, safeguarding recording and digital social care records.
- Maintain the integrity of information within the department's SharePoint system – managing libraries and document uploads.
- Support/oversee the timely implementation of Quality Assurance surveys for stakeholders within agreed timelines.
- Collate and complete quarterly contract reporting documents for local authorities to the appropriate timescales.
- To produce all types of documents for the service, including drafting correspondence on behalf of the service to external partners and tracking responses within appropriate timescales, presented professionally and accurately.
- To assist in the development of service specific resources/methodologies and information as guided by the business support manager

- Coordinate and provide support to the departments Quality Assurance officer and Bank Staffing Coordinators as these functions develop
- To undertake other administrative duties as required to ensure the efficient provision of the service
- To work to GDPR requirements at all times

Other responsibilities

- We are committed to safeguarding and promoting the welfare of the vulnerable adults, young people and children who use our services and expect all our staff and volunteers to share that commitment.
- Actively engage with the Together Trust's vision, mission and values
- Commit to promoting equality, diversity and inclusion

Additional information

- The post holder will be expected to successfully complete all mandatory training required by the Together Trust and/or the relevant commissioning authority of the service.

Person specification

You will need to demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Educations, qualifications, and training	<p>Educated to NVQ Level 3 in Business Administration, or equivalent qualification.</p> <p><i>Or significant experience within a business admin role.</i></p>	<p>Business Administration, or equivalent qualification beyond NVQ level 3.</p>
Experience	<p>Experience of working within an office-based role in a team or organisation.</p>	<p>Experience of working with families requiring support for their children who have special educational needs</p>
	<p>Experience of using and implementing Management Information System's (MIS)</p>	
	<p>Experience of managing streams of information/data and translating this into reports</p>	
	<p>Experience of following direction to complete project work pipelines in a timely and efficient way</p>	

	Essential	Desirable
	Experience of working to deliver to local project deadlines	
Skills	Fully developed in use of Microsoft Office 365 functions, including Excel and SharePoint, and other IT systems including databases	
	Excellent communication and interpersonal skills	
	Experiences of outward facing communication with stakeholders	
	Ability to analyse source data to identify trends	
	Ability to alert/suggest alternative methods of working where evidence and data indicate pipeline issues	Experience of contributing to and maintaining social media channels
	Ability to work independently demonstrating initiative and to be proactive	Ability and experience of creating guidance for others in a written form to aid consistency
	To be an effective and supportive team member	
	Capability to work in an organised and methodical manner	

	Essential	Desirable
	Ability to develop and maintain efficient record keeping systems	
	Ability to produce accurate records and reports as required	
	Ability to communicate with a wide range of audiences, including other employees within the Together Trust, parents, local authorities and other professionals	
	Ability to identify work priorities and manage own workload to meet deadlines	
	Ability to show sensitivity and objectivity in dealing with confidential issues	
	Ability to problem solve	
	Receptive to new ideas, approaches and challenges	
	Awareness and experience of general data protection regulations	
Other	Ability to offer high standards of customer service	
	Willingness to be flexible and adaptable	

	Essential	Desirable
	Enthusiastic calm and confident	
	Committed to own continuing professional development	

Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.

