



Job Description: Business Support Officer

Hours of work: 37.5 hours Monday to Friday or 30 hours considered

Annual Leave: 25 days FTE

Salary: £23,500

Contract: Permanent

Employed by: Involve Kent

Responsible to: Business Manager

Based: Turkey Mill, Maidstone

Purpose of the role:

Involve Kent aims to improve health and empower people and communities to live well and is currently expanding services across Kent delivering and agreeing new contracts with KCC and NHS primary care networks. The Business Support Officer will take on a new role working across Involve contracts and services with a special focus on data reporting, collation and brokering of services.

Key tasks and responsibilities

- Produce reports and track KPI's by extracting large amounts of data from the CRM database and manipulating the data to producing high quality and accurate reports on services provided to clients for distribution.
- Receiving, handling, and collating large amounts of data from different sources into centralised records.
- Adding and updating records on the CRM database.
- Ensuing the partnership manager is briefed on areas where data collection by partners could be improved.
- Devise procedures to ensure accurate personal data and outcome data is inputted by staff. Train and support staff accordingly
- Identify inaccuracies in data entry and alert appropriate management, provide training to support staff and improve performance.
- Support managers to extract data to enable appropriate case management and monitoring of output of staff.
- Brokering of services promptly to providers by telephone and email and any administration to support this service.
- Checking, recording, and coding invoices for brokered services maintaining accurate records and monitoring budgets.

- Update details of providers with accuracy and attention to risk.
- Assist the Business Manager with compliance
- Train in all aspects of Business Support work to provide cover to team members when on leave.
- Take accurate minutes at meetings as needed and distribute.
- Attend staff meetings, supervision and training.
- Any other Business support task required for the effective running of the organisation.

<u>Person Specification</u>	<u>Essential</u>	<u>Desirable</u>
Strong organisational skills, including managing a varied workload and the ability to meet strict deadline and targets	X	
Experience of handling, analysing and interpreting data and summarising the results in reports.	X	
Excellent interpersonal and communication skills (written and verbal), when dealing with all levels of staff, clients, and external partners.	X	
Excellent knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams).	X	
Ability to take accurate notes and minutes of meetings.		X
Knowledge of the services provided by Social Care, Health and Wellbeing.		X
Awareness of Data Protection and confidentiality issues.	X	
Experience of working with databases, including data entry with a high level of accuracy.	X	
Have a 'can-do', positive attitude.	X	
Experience of working as part of a wider team and working alone.	X	