



Job Description: Business Support Officer

Hours of work: 37.5 hours Monday to Friday (30 hours considered for right candidate)

Annual Leave: 30 days FTE

Salary: £22,500-£24,000 dependent on skills and experience

Contract: Permanent

Employed by: Involve Kent

Responsible to: Delivery 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, delivering and agreeing new contracts with local authorities and the NHS. The Business Support Officer will work across Involve contracts and services providing high quality support to different managers and teams.

Key tasks and responsibilities

- Broker services to providers in a timely manner by telephone and email, make direct contact with clients to discuss and arrange services, accurately update records and liaise with relevant staff.
- Check, record, and code invoices for brokered services maintaining accurate records and monitoring budgets.
- Update provider records with accuracy and attention to risk, seeking new providers and completing quality assurance processes.
- Source and book venues for meetings, training and events, assess suitability and ensure all necessary equipment is arranged.
- Add and update client records on KCC systems within tight deadlines ensuring a high level of accuracy and managing confidential and sensitive information.
- Add and update records on Involve's CRM database in a timely manner ensuring a high level of accuracy and managing confidential and sensitive information.
- Assist in devising procedures to ensure accurate, relevant and timely data collection, supporting staff with any training needs identified to improve performance.
- Support managers to extract data to enable appropriate case management and monitoring.
- Assist the Head of Delivery with compliance.

- Produce newsletters, leaflets, posters using graphic design software.
- E-mail or post information to clients and other professionals.
- Arrange and coordinate meetings, using technology to prepare and support the meeting.
- Attend and minute meetings, circulating minutes in a timely manner.
- Assist management and colleagues with general administration tasks such as printing, scanning and collation.
- Welcome visitors to our premises and at meetings and events.
- Carry out any other Business Support task required for the effective running of the organisation.
- Train in all aspects of Business Support work across all services to provide cover to team members when on leave.
- Work independently and on own initiative on assigned work, assessing and resolving issues in line with Involve's policies and procedures and escalating more complex issues where appropriate.
- Attend staff meetings, supervision and training.
- Proactively manage your own health, wellbeing, and resilience to ensure you can provide consistent and quality support in your role.
- Demonstrate and embed the Involve values in your daily work.

<u>Person Specification</u>	<u>Essential</u>	<u>Desirable</u>
Strong organisational skills, proactively manage a varied workload whilst responding to urgent requests and deadlines.	X	
Excellent knowledge of Microsoft Office including experience of using Microsoft Excel to create and update spreadsheets.	X	
Strong communication skills when dealing with all levels of staff, clients, and external partners.	X	
High level of reading, writing and numerical skills.	X	
Experience of working with databases, including data entry with a high level of accuracy.	X	
Experience of handling, analysing and interpreting data and summarising the results in reports.		X
Knowledge of the services provided by Social Care, Health and Wellbeing.		X
Awareness of Data Protection and confidentiality issues.	X	
Ability to take accurate notes and minutes of meetings.		X
Experience of working as part of a wider team and working alone.	X	
Have a 'can-do', positive attitude.	X	