

## **Job Description**

### **Central Business Support Officer**

**Hours of work: 37.5**

**Annual Leave: 30 days FTE (plus bank holidays)**

**Salary: Up to £24,000 per annum depending on experience**

**Contract: Permanent**

**Employed by: Involve Kent**

**Responsible to: HR Lead & Delivery Manager**

**Based: Turkey Mill, Maidstone**

### **Purpose of the job**

To provide an administrative service for Central Services and Business Support function. This will include HR & Recruitment support in all aspects of the 'employee lifecycle' as well as contributing to Facilities and Finance, providing business support to the wider organisation.

Involve Kent aims to improve health and empower people and communities to live well and is currently expanding services across Kent agreeing new contracts with local councils and NHS primary care networks. The Central Business Support Officer will fulfil core tasks & responsibilities to ensure the smooth and compliant running of the organisation. Training where required will be provided from the relevant teams.

### **Key tasks and responsibilities**

#### **Personal**

- Proactively manage your own health, wellbeing and resilience to act as a positive role model to staff and clients.
- Meet, demonstrate and encourage the Involve Values of inclusion, openness, and positivity.

#### **Facilities & Finance**

- Welcome visitors to our premises and provide general office support including but not limited to, monitoring stationery stock and place orders, distribute incoming post, organise outgoing post and record costings. Ensure visitor logs and staff sign in sheets are accessible and filed.
- Maintain clean and tidy office areas, meeting rooms and staff facilities.
- Support Executive Support Officer in maintain Health & Safety records, general administration of facilities records.
- Support the Finance team with data entry of purchase ledger invoices in an accurate and timely manner using Sage 50 accounts software and PO system.

#### **HR**

- Maintain data accuracy within files and HR systems ensuring annual leave, sickness, training certificates and contractual data is filed and up to date.
- Assisting with onboarding tasks such as printing induction booklets and sending relevant information to starters & managers.
- Making employment reference requests.
- Advertising current vacancies on Indeed.
- Reviewing CVs and sifting for management consideration.
- Sort applications received and respond to initial enquiries from potential candidates.

### **Business Support**

- Broker services to providers in a timely manner and liaise with relevant contacts and clients to discuss and arrange services; accurately updating records.
- 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 suitable venues for meetings, training and events, and attend to support as requested.
- Add and update client records on Involve's CRM database & KCC systems within tight deadlines ensuring a high level of accuracy and managing confidential and sensitive information.
- Assist in devising procedures to ensure accurate, relevant and timely data collection.
- Produce and distribute newsletters, leaflets, posters using graphic design software.
- Arrange, coordinate and minute meetings, using technology to prepare and support the meeting.
- Carry out any other Business Support task required for the effective running of the organisation including general administration tasks such as printing, scanning and data collation.

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
Good organisational skills, including managing a varied workload and the ability to complete tasks in a timely manner	X	
Ability to communicate with a range of people, internally and externally	X	
Awareness of Data Protection & experience managing sensitive information	X	
Good IT skills & experience of working with databases, graphic design software including accurate data/ information entry.	X	
Have a 'can-do', positive attitude and passionate about delivering to a high standard	X	
Ability to take accurate notes and minutes of meetings.		X
Experience of working as part of a wider team and working alone.	X	
Experience of working in an office environment and at events.		X

Business Support Officer March 2024

Knowledge of the services provided by Social Care, Health and Wellbeing.		X
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