

## **Job Description**

### **Business Support Officer**

**Hours of work: 37.5 hours. 9am to 5pm, Monday to Friday with some flexibility.**

**Annual Leave: 30 days (FTE)**

**Salary: £25,000 FTE**

**Contract: Permanent**

**Employed by: Involve Kent**

**Responsible to: Senior Business Support**

**Based: Turkey Mill, Maidstone, ME14 5PP. Hybrid working available after training.**

### **Purpose of the job**

**This role works across the organisation as a member of a team to support with all Business support functions. A large focus on accurate data entry on our own and 3<sup>rd</sup> party systems.**

### **Key Tasks and Responsibilities**

- 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.
- Keep up to date with processes and procedures across the organisation's services.
- Ensure data is entered accurately and promptly within KPI timescales onto Involve's CRM and 3<sup>rd</sup> party systems.
- Support daily workflow through 3<sup>rd</sup> party systems ensuring KPI's are met, and that assessments and reviews are entered correctly.
- Ensure our Care provider and brokered services provider details are kept up to date and quality assured appropriately.
- Broker services according to need, with a focus on safety, person centred care and management of risks and within budget limits.
- Ensure that quality assurance processes are followed and raise any issues with Senior.
- Ensure invoices are checked, recorded, and coded for brokered services maintaining accurate records.
- Ensure communications such as newsletters are produced in a timely fashion, and distributed to relevant clients, professional's directories and our website.

- Ensure venues are booked for activities and support service managers with any assistance needed for activity or event planning.
- Support Service managers with booking people onto courses, activities and events.
- Liaise with and book third party delivery partners.
- Undertake annual Data Protection training and ensure security and maintain confidentiality of data held on both Involve and 3<sup>rd</sup> party systems that the team are authorised to use.
- Work to Involve's Safeguarding Policy and procedures and take appropriate actions to ensure adults or children at risk of abuse are safeguarded appropriately. Discuss related concerns and be supported to follow appropriate safeguarding procedures (e.g. abuse, domestic violence and self-neglect) with Involve management.
- Working with self-reliance and resolving issues in line with Involve's policies and procedures and escalating more complex issues to your Senior where appropriate.
- Attend staff meetings, supervision and training.
- Any other task required for the effective running of the organisation.

<b><u>Person Specification</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
Highly competent and experienced with IT systems	x	
Good written and oral communication skills	x	
Experience of working with databases and knowledge of data protection practices	x	
Knowledge and understanding of different business processes	x	
Excellent organisational skills and the ability to prioritise and work independently	x	
Excellent client confidentiality.	x	
Ability to work to tight deadlines in a fast paced, client focused environment	x	
Work with a 'can do' approach, showing flexibility, positivity and a responsive approach	x	