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| Job Description | |
| Job Title: | Business Support Officer |
| Band: | AfC band 4 |
| Team: | Workforce |
| Organisation: | Greater Manchester Health & Social Care Partnership - Hosted by Central Manchester Clinical Commissioning Group |
| Base: | PP3, Piccadilly, Manchester but required to work at any establishment at any time throughout the duration of their contract, normally within the location of Greater Manchester |
| Responsible to: | Programme Manager – Workforce |

**Context**

On April 1st 2016 Greater Manchester took charge of our Health and Social Care. The GM Health and Social Care Partnership is the body made up of the 37 NHS organisations and councils in the city region, which is overseeing devolution and taking charge of the £6bn health and social care budget.

Our **vision** is*“to deliver the greatest and fastest possible improvement to the health and wellbeing of the 2.8 million people of Greater Manchester”.* The Greater Manchester Health and Social Care Partnership team are building and implementing a number of key fixed term programmes over the next 3-4 years to make this vision real.

Workforce is one of the programmes of work being established to enable the fastest and most comprehensive improvements in the capacity and capability of the whole GM Health and Social Care workforce (paid & unpaid).

**Job Purpose**

The post holder will work as part of the workforce programme team.

In particular the post holder will provide and coordinate administrative and secretarial services; including the co-ordination of meetings with internal and external stakeholders undertaking appropriate preparation and follow-up action as required. The post holder will also support the team with the management of projects, including but not limited to finance, business continuity, workforce, communications and engagement, etc., gathering information and undertaking enquires as and when is necessary for the colleagues.

**Key Working Relationships**

* Director of Workforce
* Deputy Director of Workforce
* Strategic OD Lead
* Project Managers / Programme Managers
* Senior Responsible Officer
* Workforce Collaborative members
* Partnership PMO team and stakeholders
* Administration Assistant (Workforce)

## Key General/Functional Responsibilities

* Provide a full range of secretarial duties including when appropriate to all team members, typing, mail, diary management, create and prepare agendas, taking minutes, prepare action sheets) to a professional standard;
* The production of spreadsheets, presentations, setting up and maintain various databases within deadlines, using appropriate office technology and software;
* Managing a wide range of meeting bookings and preparation including providing full logistical support for a programme of events and workshops;
* Maintain systems for effective monitoring of the Team’s business including staff attendance, travel expenses claims;
* Sorting and prioritising all incoming mail and e-mail, distributing as appropriate;
* Undertaking administrative duties such as photocopying and mail-out distributions;
* Providing and supporting the team with a wide range of administrative and computer skills as well as maintaining a range of data bases and/or spreadsheets including understanding of procedures, protocols and functions;
* Providing guidance and advice on relevant policies and procedures.

Working with others

* To work in partnership with others and as part of cross directorate teams to deliver successful outcomes;
* To coordinate activities of other officers in the awareness of the business agenda with specific reference to communication of directorate and corporate activities.

**Responsibilities for physical and financial resources**

* Supplying the relevant information required for financial management, supporting the head of department and teams by checking and sending invoices for payment;
* Ordering of supplies, stock control, circulation and distribution of information, requisitions and invoices adhering to NHS Procedures.

**Communication**

* Act as a first point of contact for area of work for a wide range of stakeholders, dealing and responding effectively with complex queries and passing on relevant information to appropriate team members sensitively and autonomously;
* Provide and receive complex information which may contain contentious and sensitive information;
* Communicating and engaging with external and internal stakeholders which may require negotiation skills and understanding the needs/requirements of other organisations, senior professionals and individuals;
* Ensuring all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner.

**Partnership Working / Collaboration**

* Working with other administrators / PA’s to provide an effective network of communication including dealing with visitors to the base and being flexible to cover other administrators’ general duties on the base;
* Working with all team members in the collection of information for performance reporting on relevant team projects.

**Planning and Organising**

* Organising and planning events and workshops as necessary and preparing supporting information material;
* To support the running of events and workshops, including running a registration desk and supporting the logistics of the event on the day;
* Supporting teams in project management and participating in department events including;
* To co-ordinate meetings ensuing that people have good clear information prior to the meeting, and that rooms are available;
* Preparing agendas, taking minutes and distributing notes of meetings including typing up of group discussions and interviews as necessary;
* Chasing up queries, progress and solving day to day issues and problems;
* Managing the electronic diary for the programme, including arranging and changing appointments, prioritising these as appropriate.

**Information/Data Analysis, Management and Reporting and Information resources**

* Developing and maintaining effective electronic and paper filing systems, to ensure that information is kept securely and is accessible to other members of the team;
* Updating and maintaining data bases and/or spread sheets relevant to work area;
* Inputting, monitoring and checking data, required for finite and ongoing projects within the teams;
* Running and collating reports which may include reports to the Board and senior management as required.

**Leadership / Management and Human Resource Management**

* To carry out other appropriate delegated duties as required.

Support supervision of Administrative Assistant

**Corporate Responsibilities**

As a representative of the Partnership you will be expected to:

* Promote the Partnership’s vision, and mission and to uphold the Partnership’s values in all day to day activities and delivery of services;
* Participate in the objective setting process as part of the annual Performance Development Review/appraisal process, to understand how own role and objectives are linked to team, directorate and corporate objectives, to review what aspects of your role are being done well, and to identify any areas for development;
* Undertake relevant activities and mandatory training to meet objectives identified in Personal Development Plan;
* Adhere to all Partnership policies and guidelines, including HR, Information Governance, Risk Management and Health & Safety policies;
* Comply with relevant Partnership and own professional codes of conduct and accountability;
* Maintain professional registration if this is a requirement of the job;
* Carry out your duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, carers, work colleagues, people in other organisations and members of the public.

In accordance with the Health and Safety at Work Act 1974 and subsequent legislation the post holder is required to undertake a proactive role in the management of risks in all their actions. This includes:

* Undertaking risk assessments in line with the Partnership risk assessment process;
* Reporting all incidents, near misses and hazards in line with the Partnership’s reporting arrangements/system;
* Undertaking a statutory duty of care for your own personal safety and that of others;
* Attending all statutory and mandatory health and safety training, appropriate to the role.

Maintain the security and confidentiality of information you come across in your role in the Partnership in line with Partnership policies and protocols.

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Partnership for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

To carry out all duties and responsibilities of the post in accordance with the Partnership’s Equality, Diversity and Human Rights policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders. To promote awareness of and respect for Equality, Diversity and Human Rights in accordance with Partnership policies and procedures.

To undertake Equality Analysis and any related training, as required in accordance with the duties of the post and the relevant Partnership policies and procedures.

The job description and person specification are an outline of the main tasks, responsibilities and requirements of the role. The post holder will carry out any other duties as may reasonably be required by their line manager commensurate with the band of the post. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the Partnership.

**Post Holder:**

**Signed……………………………………………….. Date…………………**

### Manager:

### Signed……………………………………………….. Date…………………

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| Job Specification | | | |
| **Area** | **Essential** | **Desirable** | **Assessment\*** |
| **Values and Behaviours** | | | |
| Commitment to and focused on quality, promotes high standards in all they do |  |  | A / I |
| Able to make a connection between their work and the benefit to patients and the public |  |  | A / I |
| Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients |  |  | A / I |
| Values diversity and difference, operates with integrity and openness |  |  | A / I |
| Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others |  |  | A / I |
| Consistently looks to improve what they do, looks for successful tried and tested ways of working, and also seeks out innovation |  |  | A / I |
| Actively develops themselves and supports others to do the same |  |  | A / I |
| **Qualifications** | | | |
| ECDL/IT qualification or equivalent experience |  |  | A / I / C |
| Educated to NVQ 4 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience. |  |  | A / I / C |
| **Knowledge and Experience** | | | |
| Significant administrative/ secretarial experience including initiating and maintaining office systems. |  |  | A / I |
| Demonstrable experience in dealing with the public and dealing with sensitive and confidential information. |  |  | A / I |
| Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, PowerPoint and Access. |  |  | A / I / T |
| Understanding of Confidentiality and Data Protection Act. |  |  | A / I |
| Knowledge of NHS |  |  | A / I |
| Knowledge or HR/ Workforce agenda |  | ✓ |  |
| **Skills and Capabilities** | | | |
| Communication Skills | | | |
| Clear communicator with excellent writing, data entry and presentation skills: capable of constructing and delivering clear information |  |  | A / I / T |
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| \* Assessment will take place with reference to the following information | | | |
| A= Application form I-Interview T=Test C=Certificate | | | |