**MioCare Group CIC**

The MioCare Group comprises Oldham Care and Support and MioCare Services. The group was established in October 2013 by Oldham Council with the overarching aim of making sure the people of Oldham can continue to access excellent social care and support services when they need them.

It is intended that over time the group will grow to establish other public service companies which have the potential to bring in new forms of income and operate as viable and sustainable social purpose businesses.

The group is owned by the Council and has a single board which governs the group. The Board comprises four shareholder representatives, all of whom are elected members (Councillors), nominated by the Council, one independent non-executives and the Managing Director. The Council have also appointed the Executive Director of Health and Wellbeing to act as an advisor to the Board.

**Oldham Care and Support (OCS)** – OCS is comprised of the services which were provided internally by the council prior to the companies being established. The company currently employs circa 400 staff, the majority of which are care and support workers.  A service level agreement is in place between OCS and Oldham Council for the delivery of services.

**MioCare Services (MSL)** – MSL is a start-up company which has entered new markets which the previous in-house service was unable to enter. MSL is able to compete in the market and to date has been successful in entering into the Home Care, Extra Care, PA and residential dementia care markets.

Our mission is to support people to get the most out of life in a way that helps people to become more independent or keep, or get back, their independence. At present, most of the people we work with have either:

* A learning or sensory disability
* Have challenging behaviour
* Mental health support needs
* Are elderly and frail
* Have a long term health condition that limits their independence or have had an illness which is taking time to recovery from
* Are in the end stages of their life and need support

Please see [www.miocare.co.uk](http://www.miocare.co.uk) for more information.

**MIOCARE GROUP**

**JOB DESCRIPTION**

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| **Job Title:** | Business Support Officer x 3 (12 months fixed term) | | |
| **Directorate:** | MioCare Group | **Division/Section:** |  |
| **Grade:** | Grade2 | **JE Reference:** | BSO2 |

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| **Job Purpose:**  To provide effective business support to the MioCare Group to contribute to their service delivery and achievement of their team objectives. |

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| **Key Tasks:** | |
| 1. | Produce information in different formats, including letters, reports, charts, maps and tables, and undertake mail-merges, using branded templates where applicable. |
| 2. | Maintain effective and efficient office and information systems, including compliance with external requirements where necessary. |
| 3. | Type and produce presentations and to format existing presentation (not authorising). |
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| **General Tasks – Document & Data Management:** | |
| 4. | Enter data into systems, including checks for completeness and correctness of information before inputting. |
| 5. | Design straightforward spreadsheets including the inputting of basic formulae. |
| 6. | Manipulate data within systems and run reports (including exception reports), analyse and correct errors as appropriate. |
| 7. | Undertake filing, both paper and computerised, and co-ordinate the archiving of documents and information according to the Company’s Data Retention Policy. |
| **General Tasks – Financial Resources** | |
| 8. | Provide financial and statistical information to others. |
| 9. | Order goods and services, raise and process purchase orders, cheques and invoices as directed using the Council’s financial management system. |
| 10. | Take and record payments and issue receipts, including the processing of online payments. Balance and reconcile payments, and bank monies, as necessary. |
| 11. | Investigate and resolve straightforward financial queries using appropriate procedures and processes. |
| **General Tasks – Customer Relations (Internal & External)** | |
| 12. | Effectively handle a variety of queries, on the telephone and in person, which may require investigation and later responding to enquirers, or require escalation to another team member or section. This could include receiving and recording complaints. |
| 13. | Undertake reception duties, including welcoming and escorting visitors. |
| 14. | Exchange varied information with a range of audiences, including the public |
| **General Tasks – Meetings & Events** | |
| 15. | Organise and set-up meeting rooms/venues for events and any associated equipment, as directed, plus order refreshments where appropriate in line with service offer. |
| 16. | Co-ordinate suitable meeting dates for a small number of attendees, where requested, including arranging car park spaces at designated locations for meeting attendees. |
| 17. | Prepare agendas including standing items and request items from others. |
| 18. | Take informal and formal minutes as required, and record action points. |
| 19. | Make business travel and accommodation arrangements, as instructed, and in line with Company guidelines. |
| 20. | Maintain schedules of meetings, reviews and events. |
| **General Tasks – Physical Resources** | |
| 21. | Order supplies, e.g. repeat orders and standard items, to maintain sufficient stock levels, checking deliveries for completeness. |
| 22. | Obtain, issue and record equipment and resources as part of a booking system. |
| 23. | Carry out basic maintenance of office equipment, including replenishing paper and changing toners, reporting faults on equipment, furnishings and fittings to the relevant person, as necessary. |
| 24. | Order printing of documents by external providers as directed. |
| 25. | Organise office areas, maintaining records in an organised and structured manner |
| **General Tasks – General Clerical Duties** | |
| 26. | Undertake a variety of administrative and clerical tasks, such as dealing with post, assisting with bulk mail outs, photocopying and scanning documents, etc. |
| **General Tasks – Demonstration of own duties** | |
| 27. | Undertake demonstration of own duties to others (not formal training). |

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| **Standard Duties:** | |
| 1. | To actively promote the equalities and diversity agenda in the workplace and in service delivery. |
| 2. | To uphold and implement policies and procedures of the Company; including customer care, data protection, finance, ICT, safeguarding and health & safety policies. |
| 3. | To actively engage with the behaviours and values of the Company |
| 4. | To adhere to the relevant quality standards. |
| 5. | To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role. |
| 6. | Undertake any additional duties commensurate with the level of the post. |
| 7. | Suggest areas for service and process improvement. |

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| **Contacts:**  Colleagues with own team, and the rest of the Company, Oldham Council, internal and external customers including the public, partner organisations, for example; the NHS or First Choice Homes Oldham. |

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| Relationship To Other Posts In The Department: | |
| **Responsible to:** | Business Administration Manager / Service Manager |
| **Responsible for:** | Not applicable |

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| **Special Conditions:**  None |

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | July 2007 | Corrina Sutton | HR Advisor – Reward |
| **Reviewed** | December 2010 | Anne Nikolaou | Head of Business Support |
| **Reviewed** | January 2017 | Corrina Sutton | Reward & Recognition Strategy Lead |
| **Reviewed** | April 2017 | Sarah Southern | Business Administration Manager |

**MIOCARE GROUP**

**PERSON SPECIFICATION**

**Job Title:** Business Support Officer (BSO2)

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|  | **Selection criteria**  **(Essential)** | **Selection criteria**  **(Desirable)** | **How Assessed** |
| Education & Qualifications | Sufficient literacy and numeracy to undertake the tasks and duties of the role | NVQ2 in Business Administration or equivalent | AF / I  (Certificate) |
| **Experience** | Experience of using computer packages for word-processing, spreadsheets and databases, plus using the internet and sending/receiving e-mails  Experience of undertaking a range of administration and clerical tasks  Experience of following instructions, procedures, processes and/or policies, including financial procedures | Experience of using Windows Operating System and Microsoft Office Programs  Experience of using an Electronic Call Monitoring System | AF / I  AF / I / T  AF / |
| **Skills & Abilities** | Customer service skills to deliver polite, courteous and efficient service to colleagues, partners and service users  Organisational skills to complete tasks to deadlines, re-prioritising own work if necessary  Team working skills to work effectively with others to meet deadlines and complete work to the required standard  Problem solving skills to interpret information/situations and solve straightforward problems  Able to produce work to required standards without close supervision |  | AF / I / T  AF / I  AF / I  AF / I / T  AF / I / T |
| **Knowledge** | Understanding of data protection issues and the need to keep person data secure and confidential  Understanding why safeguarding is important when working with children, young people and vulnerable adults |  | AF / I  AF / I |
| Work Circumstances | Willing to complete a relevant NVQ (where appointed as a (permanent business support officer)  Able to work flexibly to meet the needs of the service including at different locations and out of normal office hours if necessary and maintaining a rota within the service. |  | Interview  Interview |

*Abbreviations:* AF = Application Form; I = Interview; T = Test

**NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview**

**Terms and Conditions**

**Job Title:** Business Support Officer

**Base:** Ena Hughes Resource Centre, Failsworth, Oldham, M35 9AD

**Hours:**  30 hours to be worked flexibly, Monday to Friday

**Salary:**  £16, 191 - £17, 547 pro rata

**Holidays:** Annual entitlement is 25 days with an additional 1 day for each completed year of service up to a maximum of 5 years i.e. a maximum of 30 days. The holiday year runs January 1st – December 31st.

**Pension:** 3% pension contribution payable by the company into a pension scheme of your choice or the Company’s pension scheme. You have the choice of voluntarily increasing the percentage payable by you in to your chosen pension scheme.