

Job specification



Job title: Business Support Officer
Service: Home First Independence Team, Urgent Care
Grade: G4
Reporting to: Hospital Discharge and Flow Manager

Your job

You will deliver a range of high quality, efficient and effective administrative support within the Home First, Independence Team. You will be supporting an integrated team of social and health professionals to facilitate discharges from hospital and community settings, either to a person's home or into a care setting. You will act as first point of contact for the team. You will be responsive in ensuring discharge requests are communicated swiftly and appropriately, dealing with incoming requests and enquiries by phone and email.

You will access and record information on internal and external systems accurately and in a timely manner.

You will respond to the complex and challenging needs of the people we support. You will liaise with a range of professionals, including health colleagues and statutory, private and voluntary organisations, families and adults, locality operational teams and council departments.

Your day to day duties will assist with the achievement of the team's functions through the delivery of excellent customer care to service users, colleagues across the team, the council and partners in order to achieve the best outcomes and deliver against The Deal 2030 principles. You will be required to work out of hours and at weekends as well as during normal office hours.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Be highly motivated and able to motivate your colleagues
- Be able to work without close supervision
- To manage your workload effectively and efficiently and be able to respond to changing priorities
- Ensure accurate information is recorded and passed to appropriate recipients
- To be accountable for your own decision making and seek appropriate solutions to situations as they arise
- Produce accurate minutes from meetings and distribute appropriately (or be willing to train to take minutes)
- Be an advisor and mentor to other Business Support Services colleagues
- Deliver a high standard of customer service

- Work to the standards laid down within the policies, processes and procedures of the service and Council
- Maintain systems for computerised and manual document control including spreadsheets Job specification
- Work within legislative framework, structures and guidelines adapting working style to suit changing service needs and developing accordingly
- To work across service area as demand requires
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements: -

- NVQ 2 in Administration or equivalent QCF credit value or equivalent qualification or equivalent level of knowledge, skills and experience relevant to the job
- The ability to produce clear, concise minutes of meetings and records
- Effective written and verbal communication
- To have completed training in ITC for example Microsoft office
- Evidence of working on case/information recording systems
- Experience of effectively working in an office, preferably with practical knowledge in the service area
- Experience of effective contribution to teamwork in a professional manner
- Evidence of involvement in the principles of effective data protection management
- Knowledge of the work undertaken by Adult Social Care
- To be able to work to deadlines and reorganise the work to meet conflicting demands
- Decision making skills and ability to work on own initiative within a team framework
- Present self well when representing the Council and Service internally and externally
- Demonstrate a personal commitment to equality, diversity, and community cohesion
- Work out of hours and at weekends as well as during normal office hours

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.