

Job Description

Job Title:	Business Support Co-ordinator
Salary/Rate	£17,290 to £21,731 pa depending on experience
Hours	35 hours per week
Term	Temporary- Maternity Cover
Location	Manchester
Reports to:	Service Manager
Accountable to:	Chief Executive

Job Purpose:

- Support the ACCG to co-ordinate the business services functions within the organisation.
- To be the first point of contact for ACCG customers via telephone and company email.
- To assist the ACCG in providing an efficient business support function within the organisation.

PRIMARY DUTIES & AREAS OF RESPONSIBILITY

- To work collaboratively with colleagues, Service users, and stakeholders to meet needs of service.
- To receive, log and respond to internal and external queries and requests, forward details to the appropriate personnel.
- To handle and record financial transactions efficiently in accordance policies and procedures.
- To place orders for supplies and services on behalf of the team as required.
- To prepare supplier invoices for payment in a timely manner.
- To prepare and send invoices to customers in a timely manner.
- Deposit cash sales at the bank/Post Office
- To record and maintain information within the ACCG database, manual and electronic systems to provide accurate management information.
- To prepare statistical information as and when required.
- To attend meetings and events offering business support including preparing

information and papers related supporting documents as required.

- To undertake all general office duties as and when requested.
- Ensure accurate records are maintained of service user attendance and services utilised.
- Adhere to all relevant policies and procedures.
- To take and produce minutes of meetings.
- Participate in cultural activities which promote the services of the ACCG.

Quality Standards

- To ensure, that the specifications from each funding body are met.

Personal/Professional Development:

- The post-holder will participate in any training programme implemented by the ACCG as part of this employment, such training to include: Staff development, induction and on the job training
- To participate in an annual individual appraisal and supervision performance review, and to take responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and by demonstrating skills and activities to others who are undertaking similar work.

Communication:

- The post-holder should recognise the importance of effective communication and will strive to:
- Communicate effectively with service users and carers
- Recognise people's needs for any preferred alternative methods of communication and respond accordingly.

Confidentiality:

- In the course of seeking support, service users and their carers entrust us with personal and sensitive information including their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately under the data protection rules.
- The post-holder will have access to confidential information relating to service users and their carers. All such information from any source is to be regarded as strictly confidential. The post holder will maintain and promote confidentiality of information for ACCG members, service users and businesses in accordance with the Data Protection Act.

Dignity and Respect

- To treat service users, colleagues and visitors with respect and dignity at all times.

- To recognise and respect the cultural differences in others.

Health & Safety:

- The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the ACCG Health & Safety Policy, to include:
 - Using personal security systems within the workplace according to ACCG guidelines.
 - Identifying the risks involved in work activities and undertaking such activities in a manner or way that manages those risks.
 - Making effective use of training to update knowledge and skills.
 - Using appropriate infection prevention and control procedures, maintaining work areas in a tidy and safe way and free from hazards.
 - Identifying, assessing and reporting any potential risks.

Fire

- Adhering to fire regulations, procedures and evaluation procedures.

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder.

**PERSON SPECIFICATION
Business Support Co-ordinator**

ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT
KNOWLEDGE & EXPERIENCE	Excellent Customer services skills. Proficient in working with standard office IT applications. Experience of working with a busy team and achieving collective goals	Experience of working in a health or social care setting	A/I A/I A/I
QUALIFICATIONS	<ul style="list-style-type: none"> • Relevant qualification equivalent to NVQ Level 2 or equivalent qualification • At least one years' experience of Business Administration systems. 		A/I A/I
APTITUDE & ABILITIES	<ul style="list-style-type: none"> • Proven, written and oral communication skills • To competently organise and carry out designated workload within the scope of knowledge, competence & training. • To prepare, record and complete all relevant documents for service users and colleagues in a clear and concise manner • To maintain accurate records within an electronic database • Good IT skills including MS Word, MS Outlook and familiarity with web browsing. • Proven numeracy skills • Competent when working with statutory and voluntary organisations. • Ability to work independently without direct supervision. • Demonstrable ability to prioritise workload in order to 		A/I A/I A/I A/I A/I/Test A/I A/I A/I

	<p>meet deadlines</p> <ul style="list-style-type: none"> • Ability to sensitively/compassionately deal with service user needs and maintaining confidentiality at all times. • Commitment to achieving personal and organisational objectives. • Proven written and oral communication skills. 		<p>A/I</p> <p>A/I</p> <p>A/I</p>
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> • Willingness to undertake mandatory and further training and development appropriate to role. • Pleasant & social manner with a positive and caring attitude. • Commitment to imparting knowledge and experience to others • Reliable and proactive team player • Ability to remain calm in stressful situations and cope under pressure. • Self motivated with ability to motivate others 		<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
OTHER FACTORS	<ul style="list-style-type: none"> • Ability to travel in an efficient and effective manner to undertake all the duties of the post • Flexible to meet changing service requirements 		<p>A/I</p> <p>A/I</p>