

## Business Support Coordinator

### Grade 6

#### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

#### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

#### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

#### **About the Service**

Staffordshire County Council are a provider of regulated and non-regulated social care services for adults. Known internally as 'Provider Services', our mission is to provide opportunities and choice so that individuals can thrive, and our vision is to be leaders in creating a future where people with complex needs can thrive.

Provider Services are a CQC regulated provider with services including residential care homes, bed-based respite, supported living and home care. In addition, Provider Services offer centre-based and community-based support to

provide the people we support with opportunities for meaningful activities so they can live their best life.

All posts within these services are subject to an enhanced DBS check.

### **Reporting Relationships**

**Responsible to:**            **Service Manager**

**Responsible for:**        **Business Support Administrator**

Working flexibly across Provider Services, the Business Support Coordinator will provide business support and administrative oversight to ensure performance across operations and the delivery of excellent care and support. The role will involve supporting the management with budget monitoring, auditing, training coordination, purchasing, stock control, human resources processes, reporting, records management. In addition, the postholder will supervise a Business Support Administrator.

### **Key Accountabilities:**

This job description provides an indication of the main duties involved in supporting services across our settings but is not intended to be an exhaustive list of tasks and duties which will ultimately be determined by the requirements of management.

### **Quality and Performance**

- Liaise with families/carers, professionals, and other internal and external stakeholders to provide customer service.
- Support with service referrals as directed to ensure effective record-keeping and to enable referrals to be tracked and managed.
- Use technology and systems effectively to monitor and understand operational demands and report to the Service Manager.
- Undertake research, collate, and analyse data, prepare, and draft reports, as requested and/or on a cyclical basis in a suitable format, with accurate up to date information, using statistical analysis and data interrogation to include recommendations.
- Liaise with suppliers and contractors to address quality, performance, or contract management issues.

**People Management and Leadership**

- Responsible for records management and business support related to human resources and training of staff in the services.
- Manage, coach, mentor and develop direct reports to ensure they adapt and develop to exceed service needs and expectations.

**Flexibility and Innovation**

- Initiate and implement business support systems and procedures that monitor, maintain and, where appropriate improve standards whilst promoting, supporting, and encouraging the increased use of systems and technology to improve efficiency and services.
- Regularly review and improve the business support function being delivered to ensure it adapts to Provider Services' needs, is fit for purpose, and contributes to the development of new procedures and techniques to improve the efficiency and effectiveness of the administration function.

**Meeting Standards**

- Comply and work within current procedures in relation to safeguarding, liberty protection safeguards, the Mental Capacity Act, the Care Act 2014, and other relevant legislation.
- Undertake audits and ensure audit outcomes are actioned, escalating issues or risks to the Service Manager, tracking progress and reporting results.
- Ensure all records, reports and accounts are accurately maintained and processed, in line with GDPR requirements, privacy and confidentiality agreements.
- Responsible for processing and monitoring financial transactions and budgets in accordance with the Financial Regulations including authorisation through the County Council's Finance and Procurement System.

**Administration and Business Support**

- Collate data, format documents, and produce reports as directed.

- Maintain records, both paper and electronic, and implement related systems, to ensure data integrity, including computer-based information systems for input and retrieval of data.

**Other Duties**

- To undertake any other duties and responsibilities commensurate with the grading of the post to ensure the needs of individuals and Provider Services are met.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<b>Qualifications</b> <ul style="list-style-type: none"> <li>Business Administration qualification, NVQ Level 3 or equivalent experience.</li> </ul>	A/I
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>Knowledge of GDPR and confidentiality</li> <li>Knowledge of legislation, policies, processes guidance and best practice to ensure that the service supported is continually improving.</li> <li>Knowledge of budgets and financial management</li> <li>Experience of budget monitoring and working within financial parameters</li> <li>Experience working in a senior administration role</li> <li>Experience working in a dynamic and multi-disciplinary team</li> <li>Experience in the management of staff, including supervision and performance management</li> </ul>	A/I
	<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>Demonstrates a commitment to the values and ethos of Provider Services and own continuous professional development</li> <li>Enthusiastic about working with people with care and support needs and strong commitment to our values</li> <li>Effective written and verbal communication skills</li> <li>Customer service skills</li> <li>Effective use of written English and numeracy to be able to maintain accurate records</li> <li>Organisation and time management skills</li> <li>Problem-solving skills</li> <li>Ability to take initiative and work unsupervised</li> <li>Ability to remain calm in challenging situations</li> <li>Effective record keeping skills and attention to detail</li> <li>Ability to work flexibly and respond positively to change</li> <li>Intermediate level of information and communication technology skills</li> </ul>	A/I/T

	<ul style="list-style-type: none"> <li>• Ability to work to deadlines, being able to work alone or alongside others</li> <li>• Ability to work effectively under pressure and prioritise workloads</li> </ul> <p>This post is designated as a casual car user.</p> <p>Postholder will be expected to work flexibility across the working week according to business need.</p> <p>The postholder will be expected to work flexibly across Provider Services, including different care settings and locations across the county, as required.</p>	
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team **01785 278300**