

Business Support Coordinator

Grade 8

About the Service

Staffordshire County Council are a provider of regulated and non-regulated social care services for adults with a learning disability and autism. Known internally as 'Provider Services' we specialise in supporting adults with complex needs, profound and multiple learning disabilities, and behaviours that challenge. 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.

About the Role

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, premise management, auditing, training coordination, purchasing, human resources processes, reporting, records management, and fleet management. In addition, the postholder will supervise a team of Business Support Administrator, Domestic and Caretakers working in various services.

Reporting Relationships

Responsible to: Service Manager

Responsible for: Business Support Administrator, Domestic and Caretakers

Key Accountabilities:

1. Quality and Performance

- Liaise with families/carers, professionals, and other internal and external stakeholders to maintain communication on behalf of the service and contribute to relationship management.
- Support with service referrals as directed to ensure effective record-keeping and to enable referrals to be tracked and managed.
- Responsible for financial transactions in accordance with the Financial
- Regulations including authorisation through the County Council's Finance and Procurement System.
- 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.

2. People Management and Leadership

- Responsible for records management and business support related to recruitment, selection, induction, and training of staff in the services.

- Responsible for records management and business support related to human resources processes.
- Ensure completion and authorisation of human resources processes, including payroll
- Ensure the smooth running of the service with day-to-day oversight and direct line management and supervision of designated staff including staff rotas, absence, training, and leave.
- Recruit, manage and motivate direct reports by providing appropriate direction, support, and training to encourage the development of knowledge, skills, and abilities.
- Regularly review and improve the performance of direct reports to ensure they adapt and develop to exceed service needs and expectations.

3. 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

4. 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.
- Support the Service Manager to meet their legal obligations for safe premise management.
- Provide administrative and quality assurance support to enable the services to meet their obligations for safe transportation of service users.
- Monitor financial transactions and budgets for the service in accordance with financial regulations.
- Hold financial responsibility and accountability for service user finances, including Comfort Funds

5. Administration and Business Support

- Provide business and administrative support to the Provider Services management team as directed.
- Collate data, format documents, and provide reports for Provider Services meetings as directed.
- Contribute to the production of a range of documents.
- Maintain records, both paper and electronic, and implement related systems, including maintaining statistics, including computer-based information systems for input and retrieval of data. Use of office e-mails and intranet/internet facilities.

6. Other Duties

- Drive Staffordshire County Council or private vehicles for work purposes.
- 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.

Person Specification

Qualifications/Professional membership

- Business Administration qualification, NVQ Level 3 or equivalent experience.

Knowledge and Experience

- Knowledge of GDPR and confidentiality
- Knowledge of legislation, policies, processes guidance and best practice to ensure that the service supported is continually improving.
- Knowledge of budgets and financial management
- Experience of budget monitoring and working within financial parameters
- Experienced and confident in handling cash and being financially responsible and accountable
- Experience working in a senior administration role
- Experience working in and leading a team
- Experience in the management of staff, including supervision and performance management

Skills

- Demonstrates a commitment to the values and ethos of Provider Services and own continuous professional development
- Enthusiastic about working with people with learning disabilities and autism and strong commitment to our values
- Excellent written and verbal communication skills
- Demonstrates a commitment to continuous improvement and learning
- Customer service skills
- Good level of verbal and written English and numeracy to be able to maintain accurate records
- Organisation and time management skills
- Problem-solving skills
- Ability to take initiative and work unsupervised
- Ability to remain calm in challenging situations
- Good record keeping skills and attention to detail
- Ability to work flexibly and respond positively to change
- Intermediate level of information and communication technology skills
- Ability to work to deadlines, being able to work alone or alongside others
- Ability to work effectively under pressure and prioritise workloads

- Ability to travel independently across the county as required. Reasonable adjustments will be considered as applicable.

Postholder will be expected to work flexibility across the working week according to business need.

The postholder will be expected to work flexibly across Provider Services, including different care settings and locations across the county, as required.

This post is designated as a casual car user

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