

## Business Support Officer

### Role Profile

Overview	
Job title:	Business Support Officer
Healthwatch South Tyneside (HWST) purpose:	To champion the views, needs and experiences of local people to improve health and social care services in South Tyneside.
Job purpose:	To help deliver HWST's work plan by: <ul style="list-style-type: none"> <li>• Providing business support to the Board, staff team, project leads and the Healthwatch Network.</li> <li>• Administering the day-to-day finances.</li> <li>• Ensuring the smooth running of the HWST office, meetings, systems and record keeping.</li> </ul>

Key information	
Salary:	£21,755
Reports to:	Lead Officer
Supervises roles:	No formal posts report to this role. May support or supervise volunteers from time to time.
Contract type:	Permanent (subject to funding)
Full/part time:	Part time - 15 hours
Other:	Flexible and hybrid working available subject to business needs. Requires occasional travel and evening/weekendwork.

## **Role Responsibilities**

### **Office and Communications**

- Manage the day-to-day running of the office.
- General reception duties, including answering phones, dealing with generic mailbox and online queries and liaising with a range of visitors to the office.
- Organise meetings, room bookings, catering and other preparations for the Board, staff team and Healthwatch Network.
- Take and distribute minutes at internal and external meetings.
- Support the staff team to ensure engagement data is accurately recorded in a timely manner.
- Update and maintain the contact database.
- Act as a point of contact for information and signposting enquiries.
- Coordinate the distribution of HWST materials and information.
- Establish administrative procedures to support the functions of the team.
- Administer health and safety checks and risk assessments as required.

### **Finance**

- Responsible for petty cash transactions.
- Process transactions in a timely manner and maintain accurate financial records.

### **Human resources**

Support the Lead Officer by:

- Ensuring the proper recording of annual leave and working hours.
- Maintaining personal files and training matrix.
- Administer the process of DBS checks in line with policies and procedures.
- Support the recruitment and induction process of new staff.

## General

- Maintain the HWST policy log and identify where review is required.
- Contribute to the work of HWST including providing information and signposting services and representing the organisation at public events.
- Comply with organisation policy, procedure and good practice and support the wider team to do so.
- Opportunities to be involved in other Healthwatch work supporting engagement events and projects.
- Other duties appropriate to the role.

## Person specification

<p><b>Essential knowledge and qualifications</b></p>	<p>Essential: GCSE Grade 4/C in Maths and English or equivalent qualifications / experience.</p> <p>Desirable: Knowledge of health and social care issues.</p>
<p><b>Experience</b></p>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Experience of providing quality administrative support.</li> <li>• Experience of coordinating multiple workstreams in a busy small team environment.</li> <li>• Experience of collecting information, maintaining accurate records and reconciling information</li> <li>• Experiences of providing quality customer service</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experienced in GDPR and data protection compliance.</li> </ul>
<p><b>Skills and personal qualities</b></p>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills, both written and verbal.</li> <li>• Excellent organisational skills.</li> <li>• Good level of IT skills with the ability to confidently use Microsoft office.</li> <li>• Ability to maintain accurate records in line with monthly processes and deadlines.</li> <li>• Ability to confidently use a contact management database.</li> <li>• Ability to prioritise and organise a range of tasks.</li> <li>• Ability to meet deadlines with limited supervision.</li> <li>• Ability to work autonomously and collaboratively within a team.</li> <li>• Ability to take initiative and problem-solve.</li> <li>• Has a positive ‘can do’ attitude.</li> <li>• Willing to learn and develop.</li> <li>• Has an understanding of equal opportunities and an ability to implement this ethos in a practical, non-judgemental way throughout your work.</li> <li>• Committed to promoting equality and diversity.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work to organisational policies and procedures.</li> </ul>
<b>Personal characteristics and values</b>	<ol style="list-style-type: none"> <li>1. A commitment to the aims and principles of Healthwatch South Tyneside.</li> <li>2. Commitment to team working.</li> <li>3. Flexibility to work outside normal hours occasionally.</li> <li>4. An understanding of equal opportunities and an ability to implement this ethos in a practical, non-judgemental way throughout your work.</li> <li>5. Commitment to promoting equality and diversity.</li> <li>6. Willingness to travel.</li> </ol>
<b>Other</b>	A driving licence would be beneficial, but not essential.