

JOB DESCRIPTION

Role :	Business Support Officer
Responsible to :	Contracts & Performance Manager (Operations)
Hours :	21 hours
Location :	Hybrid-negotiable (Truro office and home working)
Salary :	£29,592-£32,214 FTE (Grade 3)
Contract :	Fixed to May 2029 (<i>subject to external funding</i>)

Background

Healthwatch Cornwall (HC) is one of 152 local Healthwatch formed in response to the Health and Social Care Act 2012. Healthwatch England provides representation at national level and Healthwatch Cornwall is funded by the Department of Health via Cornwall Council.

Our vision is to inspire positive change in Cornwall's health and social care through effective public engagement and we exist to ensure people and communities have a strong voice to influence and challenge how health and social care services are provided within their area.

HC is a Community Interest Company (CIC) and we act as a 'critical friend' to the commissioners and providers of health and social care services to enable progressive and beneficial decisions to be made.

Job Purpose

The primary role of the Business Support Officer is to collaborate with the Contracts and Performance Manager (Operations) to maintain the seamless operation of the organisation. In this multifaceted role, you will

contribute to various tasks and processes spanning HR, finance, governance, communications, and bookkeeping. Furthermore, you will actively participate in responding to our information line, handling phone calls, and extending assistance to Healthwatch Cornwall (HC) team members in their project endeavours. Your versatile skills and proactive approach will be instrumental in ensuring the efficiency and effectiveness of our operations, ultimately contributing to the success of HC's mission.

RESPONSIBILITIES

Administration

- Responding to the information line by phone or by e-mail, recording information accurately and responding appropriately
- Being a contact point within Business Support for the HC team including Directors, staff and volunteers
- Providing support to Contracts and Performance Manager (Operations) around governance
- Administration of recruitment and appointment of new staff
- Administration of Mentor HR resource
- Researching and preparing resources and information as and when required
- Updating comms with forthcoming events and published reports
- Preparing and processing purchase ledger BACs payments
- Preparing and processing sales invoices
- Providing support to Contracts and Performance Manager (Operations) around monthly accounts and finance systems
- Deputising for other members of the Business Support team
- Supporting operational team members with their activity including attending and minuting formal meetings as required
- Liaison with external service providers to ensure optimum effectiveness of business systems e.g. IT, phones etc.

Key competencies:

- Actively participate in team meetings and attend other external meetings as advised by the line manager
- Support the Management team and other workers in ensuring the aims and objectives of Healthwatch Cornwall are achieved to a high standard
- Take all reasonable precautions to ensure the health and safety of yourself and others in accordance with Healthwatch Cornwall's health & safety manual
- Adhere to organisational policies and procedures
- Contribute to the achievement of annually set individual and team targets relating to the Work Plan
- Actively participate in regular 1:2:1s and annual appraisal
- Represent Healthwatch Cornwall in a knowledgeable and professional manner at all times
- Maintain appropriate professional boundaries at all times
- Identify own training and development needs in conjunction with your line manager and participate in training opportunities as agreed

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, within other areas of work within the scope of Healthwatch Cornwall.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role - the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Healthwatch Cornwall.

PERSON SPECIFICATION		
Business Support Officer		
	Essential	Desirable
Education Qualifications:	Educated to A Level standard, and/or relevant worked experience	Educated to Degree level
Experience / Knowledge:	At least 2 years' experience in Business Administration	Understanding of health and social care services in Cornwall and / or familiarity with the voluntary and community sector
	Demonstrable background in organising, prioritising and supporting meetings and events	
	Proven ability of working under pressure, prioritising workloads and meeting deadlines	Working with and supporting volunteers
	Understanding of Confidentiality and Data Protection issues	Experience of research and / or project management
	Excellent IT skills including Microsoft Office (Word & Excel) and Outlook	Knowledge of CRM or similar databases
	Basic awareness of financial principles	Experience of finance to monthly accounts
Skills/ Personal Attributes:	Commitment to working towards improving health and social care services for the people who use them and their carers/families	Desire to develop and increase levels of responsibility
	Commitment to Equality, Diversity and Inclusion	
	Excellent interpersonal skills and the ability to communicate clearly in verbal and written communication	
	Demonstrate initiative and be self-motivated and innovative in approach to problem solving	
	Ability to work as part of a team but when required to take the lead in managing a set of tasks from start to finish, making appropriate and competent decisions	
	Be flexible, proactive and adaptive to the demands of the project	
	Accustomed to working in a busy environment and able to deliver on multiple tasks running at the same time	