



Job Description

Job title: Business Support Officer

Location: Huntingdon

Hours: 18.5-22 hours per week (**flexible**)

Salary: £19,409-22,683 (pro rata)

Service : FPM Head Office & Cambridgeshire MST

Reports to: FPM Operations Director

Job Purpose:

The Family Psychology Mutual (FPM) Business Support Officer's main role will be to provide office and administrative support for the FPM head office and teams who provide home-based family therapy sessions with young people and their families using the Multi-systemic therapy (MST) intervention model. Referrals will be made by local authorities and will largely be for families with young people between the ages of 11 and 18 at risk of care or custody because of complex behavioural problems.

Duties and responsibilities:

Provide timely and effective administrative and secretarial support:

1. Respond to queries, liaising with therapist, supervisors, managers and partner departments to ensure all advice and communication (telephone, letters, emails, face-to-face, speeches) is delivered appropriately.
2. Responsible for overseeing document & data management (paper and electronic), including filing and distributing documents.
3. Oversee the collection, collation & manipulation of a wide range of information using information systems to generate reports, prepare letters, memos and documents.
4. Ensure that all employees are conversant with and competent in using specific systems, procedures and packages.
5. Assist with the organisation, co-ordination and delivery of facility and service management.
6. Undertake general clerical & administrative tasks and support the team and service as required.

Financial Support

7. Assist with monitoring and/or management of budgets as required.
8. Interrogate, process and maintain financial information – making recommendations for appropriate action
9. Ensure that financial processes and systems are complied with.
10. Undertake financial support duties as required to support the efficient delivery of services

Management Support

11. Oversee that meetings and events are properly planned and arrangements co-ordinated,
12. Ensure records of meetings are taken and necessary follow up action undertaken
13. Use and maintain databases and information systems to produce reports, presentations, undertake analysis and provide recommendations for action
14. Assist with the monitoring of policies & procedures and contribute to the development of the service and promotion of initiatives (including creating presentations, marketing, promotional and learning/training materials).
15. Represent team/section at meetings and on working groups

Health & Safety

16. Ensure the maintenance of a healthy and safe working environment and take action to reduce the risk to self and others.

Training

17. Undertake training in financial packages to support the team and the FPM head office finance function.
18. Undertake training in the FPM case management system.

Other

19. Ensure understanding of core business of the FPM Service and undertake other tasks and responsibilities as required in the delivery of the wider UK FPM Services and/or the Positive Family Partnership consortium.
20. To administer \ develop an FPM databases for use in research;
21. Ensure that accurate and up-to-date information is available on the families young people, who are receiving the FPM interventions, for research purposes (demographic, research questionnaires)

22. Collect follow up data from Child Protection systems and assist with analysing the data and producing reports;
23. Develop an FPM Standard Audit Database and organise data input in close collaboration with the FFT team and assist with providing accurate statistical information from the data collected.
24. Assist the FPM Supervisors in the production of reports
25. Assist with the organisation & co-ordination of training, conferences, workshops and other planned events.
26. Work closely with the London FFT Business Support Officer and support and cover each other's work where appropriate.
27. To be able to evidence FPM's values at all times, which underpin FPM's mission of 'Empowering families towards a safer and happier future'.
28. To ensure you have an understanding (appropriate to your role) of, and comply FPM's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
29. To ensure the implementation of FPM's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
30. To comply with FPM's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
31. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

1. Educated to A level, NVQ3 or equivalent standard (e.g. GNVQ, Certificate in Management, BTech) IT Qualified to CLAIT/IBT2/RSA/ECDL
2. Extensive office administrative experience.
3. Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages.
4. Knowledge of Children's Act 2004 and Safeguarding.
5. Knowledge of health and safety legislation

6. Knowledge of Data Protection and Equal Opportunities legislation and their requirements
7. Understanding of financial management, procedures and processes
8. Able to prioritise workload and complete in timely manner
9. Able to consistently produce work of a high standard
10. Good interpersonal skills - able to communicate in a friendly, open and constructive manner
11. Able to work on own initiative with minimal supervision
12. Commitment to continuous service development
13. Committed to ongoing personal and role development
14. To be able to evidence FPM's values at all times, which the companies mission of 'Empowering families towards a safer and happier future'.