



Job Description

Job title: Business Support Officer

Location: Huntingdon

Hours: 18.5 hours per week (flexible)

Salary: £19894-23953 pro rata

Service : FPM Head Office

Reports to: FPM Operations Director

Job Purpose:

The Family Psychology Mutual 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 evidence based therapeutic intervention models. Services are provided to local authorities and are largely 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, Managers and partner agencies to ensure all advice and communication (telephone, letters, emails, face-to-face, speeches) is delivered appropriately.
2. Oversee the collection, collation & manipulation of a wide range of information using information systems to generate reports, prepare letters, memos and documents.
3. Ensure that all employees are conversant with and competent in using specific systems, procedures and packages.
4. Undertake general clerical & administrative tasks and support the teams and Head Office as required.

Financial Support

5. Interrogate, process and maintain financial information – making recommendations for appropriate action.
6. Ensure that financial processes and systems are complied with in liaison with the Finance and Contract Director.

7. Undertake financial support duties as required to support the efficient delivery of services. For example; bank administration and reconciliation, expense authorisation, credit card management.
8. Account receivable and payable administration on the FPM accounts system.

Management Support

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

Health & Safety

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

Recruitment

15. To organise and co-ordinate the FPM recruitment campaigns, including website updates, adverts, co-ordinate interviews and pre-employment checks.

HR

16. Administration and maintenance of the FPM HR system including annual leave, sickness absence, e-learning etc.

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 Services and undertake other tasks and responsibilities as required in the delivery of the wider services.
20. Work closely with the team Business Support Officers and support and advise where appropriate.



21. To be able to evidence Family Psychology Mutual's values at all times, which underpin Family Psychology Mutual's mission of 'Empowering families towards a safer and happier future'.
22. To ensure you have an understanding (appropriate to your role) of, and comply with Family Psychology Mutual's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
23. To ensure the implementation of Family Psychology Mutual'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.
24. To comply with Family Psychology Mutual's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
25. 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 Family Psychology Mutual's values at all times, which underpin Family Psychology Mutual's mission of 'Empowering families towards a safer and happier future'.