

## Job Description

### Business Support Coordinator

Responsible to	Service Manager
Salary	NJC 20 £31,586
Hours per week	35hrs/week
Annual Leave per annum	25 days
Main base	Lock 50
Contract	Fixed Term until 31/03/26 Maternity cover
Level of DBS check	Standard

#### Main aims of the post

Responsible for assisting on:

- Mobilising the Oral Health Project.
- Development of the Oral Health Project.
- Working with partners around Oral Health.
- Implementing audits and Golden Grin.
- All aspects of business administration and data functions required for Oral Health.
- Ensuring the Oral Health project is delivered within quality and compliance standards.

#### Main duties of the post

1. To manage the resources within the Oral Health project
2. To set up and maintain systems and processes as required
3. To collate and analyse performance data as necessary
4. To ensure that key performance indicators (KPI's) are met by the service and partners
5. To develop effective relationships with a range of internal and external services and agencies; with a particular focus on Oral Health
6. To keep accurate and up to date records of resource distribution of the partners engaged in the project.

7. To ensure quality standards are adhered to and met and that audits are conducted.
8. To ensure all statutory responsibilities are followed and reported as required for example: undertaking risk assessments for storage and distribution and ensuring health and safety compliance is met.

General work-related expectations
1. To work within the Big Life group's values ethos and vision
2. To contribute to the development of the Big Life group
3. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
4. To commit to own personal development and attend training or development activities as required
5. To work in accordance with all relevant legislation
6. To undergo regular supervision and at least an annual appraisal
7. To undertake any other duties as required, and as appropriate to the post

## **Person Specification**

### **Business Support and Data Manager**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

Area	Method of assessment
<b>1.Experience</b>	
a. Experience of working with staff and resources to develop a new project or service	A/I
b. Experience of effectively setting up, implementing, managing and monitoring projects from start to finish	A/I
c. Experience of developing and improving services and projects	A/I/P
d. Experience of effectively managing resources	A/I
e. Experience of effectively working under pressure in a dynamic environment	A/I
f. Experience of collating data for reports and recording	A/I
<b>2.Skills</b>	
a. Ability to identify and manage operational risks in service delivery	A/I
b. Ability to effectively work with a range of people from different skills and backgrounds, both internally and externally	A/I/T
c. Ability to write reports and communicate well in English	A/I
d. Ability to use IT effectively (Word packages and database software)	A/I

e. Ability to problem solve and looks for innovative solutions	A/I/T
f. Ability to maintain confidentiality and remain discreet at all times	A/I
<b>g. 3.Knowledge</b>	
h. Knowledge of the barriers that service users face when accessing mainstream services	A
i. Knowledge of the local area your service is based in (community groups, services available as well as local demographics)	A
Knowledge of the appropriate regulatory frameworks and quality standards and an understanding of how to ensure standards are upheld	A/I/T
<b>a. 4.Education - qualifications required for this post</b>	
b.	
<b>c. 5. Personal</b>	
Positive and outlook and a 'can do' attitude	A/I
a. Personal resilience and flexible attitude in the face of difficulties	A/I/T
Commitment to working towards the Big Life group's missions and values including having a non-judgemental approach	A/I
a. Commitment to personal development and willingness to regularly update skills and experience	A/I
b.	