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**Job Description**

**Job Title** – Business Support and Improvement Assistant

**Company Role Profile** – BS3

**Grade 2**

**Responsible to** – Business Support and Improvement Manager

**Purpose of Role**

To provide a range of technical, clerical, financial or support services to internal or external customers

To work effectively to produce accurate information within prescribed timescales.

To provide information and support to, customers and employees to support the efficient and effective running of the service.

**Scope**

Sunderland Care and Support provides a wide range of social care services, including:

* Sunderland Telecare
* Farmborough Intermediate Care Centre
* Recovery at Home Service
* Community Equipment Service
* Home Improvement Agency Community Resource Centres
* Short-break Services:
* Supported Living Schemes
* Registered Residential Services
* Support Time and Recovery and Outreach Services
* Sunderland Shared Lives

**Mission Statement**

*‘To be a trusted provider in the delivering of high quality customer focused social and health care services’*

**Sunderland Care and Support Core Values**

**Primary Value**

The needs of the Customer come first

**Core Values**

* **Excellence** - Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
* **Teamwork** - Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
* **A good place to work** - Enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.

All employees of Sunderland Care and Support are expected to embrace the following principles that underpin the care and support they provide in the job role wherever it takes place:

* **Care** - Our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their life.
* **Compassion** - How care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care.
* **Competence** - Means all employees must have the ability to understand a customer’s health and social needs and the expertise, clinical and technical knowledge to deliver effective care and support.
* **Communication** - Central to successful caring relationships and to effective team working. Listening is as important is the key to a good workplace with benefits for those in our care and employees alike.
* **Courage** - Enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.
* **Commitment** - All employees of Sunderland Care and Support commit to improve the care and experience of our customers, to take action to make the company’s mission statement and value a reality for all

Sunderland Care and Support has also adopted t**he Skills for Care Workplace Principles** and expects every employee of the company to aspire to these key principles:

* + Being accountable.
	+ Making a difference.
	+ Focusing on detail.
	+ Delivering quality.
	+ Being completely honest.
	+ Keeping promises.
	+ Being reliable.
	+ Being positive.
	+ Meeting deadlines.
	+ Helping others. Showing tolerance
	+ Being a great team member.
	+ Respecting company policy and rules, and respecting others.

**Key Tasks and Responsibilities**

**NB: This is not a comprehensive list of all duties and responsibilities but provides examples of the duties expected of the post holder.**

1. **Job Functions**
	1. Carry out provide a range of technical, clerical, financial or support services to internal or external customers
	2. Effective categorisation and organisation of activities in line with the priorities provided by the line manager
	3. To ensure that relevant and accurate information and support is provided to internal and external clients, customers and employees.
	4. Ensure that that standard company formats and procedures are followed.
	5. Ensure that data collection complies with all company regulatory and policy guidelines.
	6. Ensure that invoices are processed in a timely manner and cash transactions are recorded accurately.
	7. To provide detailed information to customers and employees to inform decision making and support the efficient running of the service
	8. Offer an excellent Customer Service in any contact with external or internal customers
	9. To receive visitors and respond to and screen telephone calls, emails and other enquiries to provide a high level of customer care.
	10. Represent the company in a professional manner at all times
2. **Reports and Records**
	1. Produce reports using automated software or standard templates to meet data management and service monitoring requirements
	2. Maintain relevant records as required by the company procedures and leglaistion
	3. All tasks are completed on time and accurately.
	4. Inform line manager of any issues in a timely manner.
3. **Planning requirement**
	1. Work effectively as part of a team.
	2. Provide advice and guidance to junior colleagues where applicable
	3. Communicate effectively with colleagues.
4. **Working Environment.**
	1. Office based, may be required to work at various locations and in CES stores.
	2. Work flexibly.
5. **Other duties**
	1. The post holder is expected to be flexible in order to:
* Work in any service across Sunderland Care and Support.
* Attend regular team meetings, supervision and appraisal sessions.
1. **Duties and responsibilities of the Role**

This Job Description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the Job description and key tasks may be changed after consultation with the post holder at any time.