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**Job Description**

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

**Company Role Profile** – BS4A

**Grade 3**

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

**Purpose of Role**

To provide a range of specialist, clerical or financial support services through the appropriate application of a range of procedures

To provide job training and coaching colleagues to ensure that services are delivered to the required standards

Contributing towards projects by collating information, providing basic analysis and supporting materials to develop and implement service improvements

**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. To provide a range of specialist, clerical or financial support services through the appropriate application of a range of procedures
   2. To plan own workload in line with priorities established by line manager.
   3. To contribute towards projects to determine potential options or implications for service changes
   4. To ensure that relevant and accurate information and support is provided to internal and external clients, customers and employees
   5. To resolve escalated issues from internal or external customers
   6. Ensure that data collection complies with all company regulatory and policy guidelines.
   7. Ensure that invoices are processed in a timely manner and cash transactions are recorded accurately.
   8. Negotiate with customers who have outstanding debts with the company.
   9. Provide quality advice and guidance in a timely manner to colleagues and monitor tasks or activities to ensure completion to an appropriate standard.
   10. Provide guidance regarding issues concerning company compliance with professional and regulatory standards.
   11. The ability to analyse, interpret and problem solve to resolve issues and improve efficiency.
   12. Act as point of contact for customers, keeping them informed of issues and advised on appropriate courses of action
   13. Offer an excellent Customer Service in any contact with external or internal customers
   14. To receive visitors and respond to and screen telephone calls, emails and other enquiries to provide a high level of customer care.
   15. Represent the company in a professional manner at all times
   16. Regularly monitor and reconcile financial transactions including customer or vendor accounts, using financial systems
   17. Provide advice and guidance to colleagues and monitor activities to ensure completion to an appropriate standard
2. **Reports and Records**
   1. All tasks are completed efficiently and accurately.
   2. Pending transactions are progressed and completed in a timely manner.
   3. Maintain and update company procedures.
3. **Planning requirement**
   1. Liaise and share information and ideas with colleagues.
   2. Communicate effectively with colleagues to resolve issues.
   3. Ability to plan and organise own workload, working towards targets and deadlines reprioritising tasks when required.
4. **Working Environment.**
   1. Office based, may be required to work at various locations.
   2. Work flexibly to respond to volume and demand.
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.