

## Role Description

<b>Job Title:</b>	Business Support
<b>Reporting to:</b>	Operations Manager
<b>Hours:</b>	18 -21 hours over three days
<b>Salary scale:</b>	£28,000 - £29,000 (FTE)
<b>Location:</b>	New Malden (there is some flexibility for working at home on occasion, subject to the needs of the business, but this is primarily an office-based role).
<b>Context:</b>	<p>Staywell is a dynamic and forward-thinking local charity currently operating twelve busy and popular services for older and disadvantaged people in and around the borough of Kingston upon Thames.</p> <p>The smooth operation and ongoing development of the organisation depends on agile, skilled and robust back-office personnel and processes. We have recently outsourced our accounting function, which has enabled automation of many previously manual data-entry processes and created an opportunity to improve, align and develop business support functions across the organisation.</p>
<b>Job purpose:</b>	The Business Support role will be responsible, as a member of a shared support and administration team, for a variety of tasks necessary to the smooth running and development of the organisation. There is an expectation that the post-holder will actively promote Staywell's services to potential customers and maintain an up-to-date understanding of Staywell's services and operations.

### Specific duties will include the following:

***Please note: this is not an exclusive task list, the post-holder will be required to take a flexible approach to covering a range of duties as a team member.***

- Working closely with the Operations & IT Support Manager, to take an approach of continuous improvement towards administration processes and work with colleagues to adapt systems and processes as required, using prioritisation skills and reducing/eliminating duplication of effort. To work in accordance with any performance targets and quality standards that may periodically be set.
- To support the management team and Board of Trustees. To provide support to the front-line service teams as required.

- To promote Staywell's services to potential customers and pro-actively follow-up new business enquiries.
- To work cooperatively with Staywell's outsourced accounting team and auditors and carry out a range of related tasks including: uploading purchase invoices to the Dext software platform; coding invoices; completing the necessary checks and processes to produce and send customer invoices for Staywell's paid services; reading meters and submitting readings to utility providers; dealing with payments, direct debits, donations, expense claims and associated processes; dealing with general finance-related enquiries and issues. To maintain security of cash, ensuring that monies collected are correctly recorded and dealt with according to agreed financial systems and procedures
- To become proficient in use of Staywell's Salesforce CRM system, Windows 11 and Microsoft Office 365 apps (including Word, Teams, Sharepoint); to undertake any required training and contribute to the development of the systems when required. To support non-admin staff to use IT systems, software and hardware (e.g. printers, phones); to trouble-shoot IT issues and liaise with external IT support companies when required.
- To undertake audits and spot-checks of GDPR compliance under the direction of the Operations Manager.
- Under the direction of managers, to review and update organisational and service policies, procedures and other documentation as required.
- To coordinate maintenance and repairs to buildings and equipment (both planned and unplanned); carry out routine audit/s checks for health & safety and other purposes and maintain relevant records.
- To deal with telephone calls, emails/correspondence and personal callers to Staywell's head office in New Malden, handling general enquiries, referrals, signposting, sending out general information, and keeping digital records of interactions according to prevailing procedures. To deal with customer contracts. This will involve liaison with customers and their families/unpaid carers, suppliers and members of the public. To deal with complaints, concerns and suggestions and follow these through appropriately.
- To support and supervise volunteers working in the Business Support team.
- To assist with reporting, monitoring and evaluation as required.

## **General**

**This job description reflects the core activities of the role and as the post holder develops and the organisation develops, there will inevitably be changes in the emphasis of the duties. It is expected that the post holder will recognise this and adopt a flexible approach to work and be willing to participate in training. The post holder may be required to perform duties other than those given in the job description (e.g. to cover in another service area/location) and particular duties and responsibilities attached to the post may vary from time to time.**

**All staff are expected to support equality of opportunity and equity of treatment of colleagues, whether employed or volunteering with the organisation. All staff are expected to help maintain a safe working environment, observing and undertaking relevant training in health and safety requirements.**

**All staff must maintain and promote security of data, including digital and paper records, in accordance with the Data Protection Policies and Procedures.**

**All staff are expected to maintain the utmost respect for confidentiality.**

## Person Specification

- Experience:
- Experience using a CRM system, scheduling system and accounting software systems (desirable).
  - Experience of working with older people or in a care setting (desirable).
- Aptitude/behaviour:
- Adaptable and flexible approach, with a positive attitude to change.
  - Tenacious, enjoys problem-solving and motivated to develop the business. Resourceful and solution-focused.
  - Organised and meticulous approach to work.
  - High degree of empathy, understanding and diplomacy.
  - Persuasive with customers and colleagues.
  - A high level of reliability, punctuality and self-motivation.
  - Prepared to undertake training and attend meetings as appropriate, as part of your professional development.
  - Openness to new ideas and a willingness to learn from other individuals and organisations.
- Skills & abilities:
- Ability to work cooperatively and constructively with others in own and other teams, recognising their different priorities and challenges.
  - High standard of literacy and numeracy.
  - Able to provide a high standard of customer service to both external and internal 'customers'.
  - Capable of carrying out a range of day-to-day administrative tasks to a good standard.
  - Digitally literate and quick to learn IT systems.
  - A good standard of verbal and written communication skills.
  - Ability to demonstrate commitment to the aims and values of Staywell.
  - Ability to work on own initiative and prioritise a range of tasks.
  - Ability to work with a line manager.
  - Ability to be discreet and to maintain client confidentiality.
  - Ability to work cooperatively with others within a small organisation and team.
- Knowledge & awareness:
- A broad understanding of the needs of older people who are living in their own homes.
  - A broad knowledge of, and commitment to, the principles of equal opportunities.
- Qualifications:
- Non-specific.