

Job Description

Job Title:	Business Support Manager
Service:	Parenting and Creative Therapies Service
Reporting to:	Managing Director Adoption and Families
Salary Range:	£19,500 per annum (£32,500 FTE)
Work Pattern:	21 hours per week, 3 days per week
Based:	Coram Campus, 41 Brunswick Square, London WC1N 1AZ

The Context and Purpose of the Role:

The role of the Business Support Manager is integral to the successful functioning of Coram's Parenting and Creative Therapies Services. The main focus of the role will be to provide high quality clinical and business administration and front of house service to ensure the effective running of service delivery. You will provide support to the Clinical Leads at the Pears Pavilion as well as to the project leaders within Parenting and Creative Therapies Service (and as needed other Coram managers).

You will take the lead on the management of referrals coordination with families and external agencies, external and internal outputs and outcomes monitoring, and on the communication of reports to internal and external audiences. Liaising and coordinating with Coram's Impact & Evaluation Team data collation will be an important aspect of the role. You will also receive families as they come to Pears Pavilion, providing a professional, compassionate and organised 'front of house' service. You will coordinate the induction of new staff ensure compliances to Coram Policy and that of associated regulatory bodies. You will take lead responsibility for the finance processes including invoicing and reconciliations and compliance with ASGSF funding requirements and liaise closely with nominated members of the finance team. A key focus is to provide reports for commissioned work liaising with partner agencies and within the service.

The role requires confident use of Microsoft Excel to update, manage and maintain multiple spreadsheets accurately and delivery timely data reports.

Scope of Role:

- To provide high quality business management to Coram's Parenting and Creative Therapies Service
- To coordinate the running of our therapy service including appointments, diary bookings, minute taking and equipment and audits
- To be the first point of contact for enquiries internally and externally
- To facilitate the collation of external and internal outputs and outcomes monitoring
- To maintain systems and update clinical databases to a high professional standard
- To represent and communicate reports to internal and external audiences

- To manage the processing of financial systems, invoicing and records across multiple project liaising with external agencies
- To ensure that current policies are disseminated and accessible to new starters and staff
- To provide technical support for both service team and beneficiaries of the service
- Design and develop new solutions to meet the service needs

Main Duties & Responsibilities:

Clinical Liaison:

- Meet and greet families and advise and direct them as necessary, ensuring that all visitors sign in and out of the building in accordance with the building's fire/emergency procedures
- To welcome families as they arrive at Pears Pavilion, facilitating their smooth transition into their therapeutic session.
- Ensure the waiting area maintains a safe and professional appearance in line with Health & Safety duties and responsibilities, and Coram standards.
- Provide a professional and courteous service to all visitors
- To build good working relations across the service and with partners

Clinical Administration:

- Systematically coordinate incoming referrals across regions and services, attend allocation meetings and record complex, sensitive case discussions and actions
- Collate complex referral data, collate creative therapy waiting list, organising the case files systems in the office
- Updating referral database systems and administer evaluation data across all projects

Financial Systems:

- To process and monitor all office financial creditor and debtor systems to a high standard, including invoicing particularly for the post-adoption service, petty cash, purchase order processes and to maintain accurate records

External and internal outputs and outcomes monitoring and reporting:

- Daily database management and input responsibilities for quarterly Commissioner reporting
- Compile internal and external outputs and outcomes reporting on a quarterly basis.
- Compile documentation across all projects
- Liaise with external stakeholders to coordinate quarterly review meetings
- Collate and provide routine data for Clinical and Project Leads
- Assist with tender/grant applications of the Managing Director and Head of Service

Office administrative tasks:

- To maintain electronic records and systems to ensure accurate and up to date information in accordance to data protection policies
- To organise the service and team meetings providing agendas and minuting meetings
- Receive and respond to enquiries from internal and external service users
- To support activities in the organisation of training event, conferences and project events
- To coordinate Creative Therapy room bookings and to organise facilities, catering and equipment and external agency use

- To coordinate the archiving of client files across the services projects and in accordance with file sharing and retention policy

Health and Safety awareness:

- To be responsible for your own Health and Safety in the workplace
- To be aware of Health and Safety legislation, and of Coram's policies and procedures
- To communicate H&S issues to the Estates team and H&S Advisor on behalf of the team
- To recognise and challenge all forms of discrimination and prejudice in the workplace.
- To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity.
- To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.
- To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR).

To undertake other business management tasks commensurate to the job role.

Skills & Experience:

- Excellent organisational skills, and attention to time management and task completion
- Methodical and organised approach to managing key administrative processes within a range of projects
- Effective numeracy and ability to ensure efficient cash handling, processing
- Excellent MS, Excel and PowerPoint skills
- Excellent communication skills, both written and verbal
- Ability to multi task and respond to strict deadlines
- Experienced in using databases and spreadsheets
- Ability to extract information from a range of sources (including databases) and to process and present this information for a range of audiences
- Ability to build relationships with colleagues across all levels and areas of the organisation, and to deal with sensitive issues with diplomacy and discretion
- Ability to work independently and autonomously set work tasks within a busy multidisciplinary team
- The ability to respond to a cross-section of clients from a broad range of cultural backgrounds
- The ability to liaise with professionals to meet the needs of the service
- Willingness to work flexibly and to respond effectively to changes in workload and to the needs of the service
- An understanding of and commitment to equal opportunities
- Experience of working sensitively with vulnerable people