**JOB PROFILE**

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| **POST:** | IRIS Business Support Officer |
| **SALARY:** | £19 820 |
| **HOURS:** | 35 per week |
| **LINE MANAGER:** |  IRIS Project Manager  |
| **RESPONSIBLE FOR:** | No direct line reports  |
| **DURATION:** | Fixed term until 31st March 2021. Extension subject to continued funding |

**JOB PURPOSE:**

The post holder will be responsible for providing full administrative support to the IRIS (Identification and Referral to Improve Safety) Project Team within the Pankhurst Trust (Incorporating Manchester Women’s Aid) (PTMWA). The post holder will also be responsible for ensuring the project’s timely collection of data, input and evaluation.

**MAIN DUTIES AND RESPONSIBILITIES:**

**Administration Duties**

* Provide a high standard of administrative support to the IRIS Team within PTMWA
* Prepare letters and communications to health professionals, external bodies and stakeholders.
* Assist with the creation of communications including newsletters and social media posts.
* Staff the telephone line offering, with support from the Advocate Educators, support and guidance to health professionals and clients in a safe, friendly and efficient manner.
* Develop and sustain positive working relationships with both clinical and non-clinical staff members from participating GP practices.
* Ensure that the office is equipped with appropriate tools and levels of stationery and promotional materials.
* Liaising with the Finance and Administration Officer, book travel and accommodation as necessary for the team.
* Assist in the scheduling and preparation of IRIS training sessions and meetings.
* Assist with co-ordination of IRIS training sessions in GP practices and ensure that adequate training materials are available for GPs training sessions.
* Follow strict MWA confidentiality procedures for all service users and their families.

Data Collection, Collation and Reporting

* Collate training feedback from General Practices and other customers for reporting to internal and external stakeholders
* Liaising with the Monitoring and Evaluation Co-ordinator, prepare data reports for timely submission of funding and internal monitoring reports.
* Liaising with the Monitoring and Evaluation Co-Ordinator, assist in the monitoring and evaluation and reporting of demographic data sets.
* Undertake data quality checks and advise line manager of gaps.
* Support the project to effectively report and present data to a variety of stakeholders.
* Collate feedback from clinical staff, support staff and service users.

**GENERAL**

* Identify own training and development needs and participate in all training courses relevant to PTMWA’s commitment to providing high quality services.
* To work at all times with due regard to the policies and procedures of PTMWA, including financial regulations, participating in their development and amendment where required.

**OTHER:**

* The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
* This post is subject to completion of a six month probationary period.
* Must be mobile to visit sites and work across the whole city as required.
* Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

**PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL/DESIRABLE** | **ASSESSED** |
| EDUCATION/QUALIFICATION |  |  |
| Achieved a good standard of general education  | E | Application Form |
| EXPERIENCE |  |  |
| Recent and significant experience of working in an administrative role. | E | Application Form/Interview |
| Experience of maintaining databases. | E | Application Form/Interview |
| Experience of preparation of training/publicity materials. | E | Application Form/Interview |
| Experience of planning and scheduling events | E | Application Form/Interview |
| KNOWLEDGE AND UNDERSTANDING |  |  |
| Knowledge of effective training strategies and learning methods | E | Application Form/Interview |
| **SKILLS AND ABILITIES** |
| The ability to communicate effectively with health professionals, partner agencies and stakeholders | E | Application Form/Interview |
| The ability to communicate effectively with team members and work collaboratively with team members | E | Application Form/Interview |
| To have excellent IT skills including PowerPoint, Excel, Word and Publisher | E | Application Form/Interview |
| Ability to effectively communicate with a range of people on a 1:1 and group basis | E | Application Form/Interview |
| Ability to maintain up to date and accurate spread sheets with information. | E | Application Form/Interview |
| Ability to prepare and present reports and information in an accurate concise and meaningful manner | E | Application Form/Interview |
| Ability to work on own initiative and prioritise work in a busy environment. | E | Application Form/Interview |
| Ability to be flexible to undertake a variety of tasks in a fledgling part of the organisation, growing and developing this new role.  | E | Application Form/Interview |
| OTHER |  |  |
| Commitment to equal opportunities and anti-discriminatory practice | E | Application Form/Interview |
| Willingness to undertake training and a commitment to continuous professional development | E | Application Form/Interview |
| To work as a member of the IRIS team to promote effective service and development of the project | E | Application Form/Interview |
| Willingness to work flexibly and ability to travel to different sites and venues.  | E | Application Form/Interview |