

## **JOB PROFILE**

<b>POST:</b>	Business Support Officer (IRIS)
<b>SALARY:</b>	£21,695 - £22,571
<b>HOURS:</b>	35 per week
<b>LINE MANAGER</b>	Head of Service
<b>RESPONSIBLE FOR:</b>	No direct reports
<b>DURATION:</b>	Permanent contract
<b>LOCATION:</b>	City View House, Union Street, Manchester

This post has been assessed and confirmed as open to women only under the Equality Act 2010, schedule 9, part 1

### **JOB PURPOSE:**

The post holder will be responsible for providing comprehensive, high quality administration and referral support to the IRIS project and Health team as required.

### **MAIN DUTIES AND RESPONSIBILITIES:**

1. Responsible for providing administration support including printing, photocopying, filing, archiving, producing letters and reports, preparing papers and training materials, organising and scheduling events including trainings and meetings, setting up rooms and making travel arrangements
2. Triage IRIS GP referrals and self-referrals giving advice and support that is safe, practical, appropriate and of the highest standard
3. Complete SafeLives Risk Assessment where necessary and liaise with colleagues in PTMWA to refer to MARAC if required
4. Co-ordinate IRIS training sessions and meetings, communicating with relevant trainers, trainees and venue providers and ensuring they are adequately resourced
5. Support individual teams with data collection, input and evaluation, producing reports as required for funding and internal monitoring.
6. Collate feedback from training and other activity from stakeholders, clinicians, practice staff and service users then analyse and report to the relevant manager
7. Be the first point of contact both on the telephone and the door for clients and health professionals, offering support, advice and guidance confidently and in a safe, friendly and efficient manner.
8. Managing the projects general email inboxes by dealing with queries and forwarding emails to relevant persons
9. Be an active contributor on either PTMWA's Digital Media Group which maintains and develops our website and social media platforms OR the Wellbeing Group, an employee-led group that provides a newsletter and arranges wellbeing activity for staff
10. Maintain adequate stationery supplies as needed using the internal purchase order system
11. Issuing mobile phones and laptops to staff, providing training where necessary, and maintaining the relevant asset register
12. Assist in the creation and maintenance of internal and external communications such as newsletters, Annual Report, website, social media posts

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13. Undertake daily/weekly/monthly health and safety checks on site and grounds to ensure compliance with legislative requirements in respect of fire safety, electrical testing, water safety etc. as well as being comfortable and safe for employees to work in

**GENERAL:**

1. To follow confidentiality procedures as required by PTMWA and statutory legislation
2. To identify own training and development needs and participate in all training courses relevant to PTMWA's commitment to providing high quality services
3. To work at all times with due regard to all the policies and procedures of PTMWA, both operational and non-operational, and participate in their development and amendment where required
4. To support awareness raising and fundraising efforts by contributing to, and participating in, publicity fairs and other events that promote and enable sustainability of PTMWA's services
5. To be mobile and work across all areas of the city as required
6. Identify own training and development needs and participate in all training courses relevant to Pankhurst Trust commitment to providing high quality services
7. Willingness to work outside normal working hours including evenings and weekends to participate in promotional, fundraising and income generating events, activities and other duties as may be reasonably required by the organisation

**OTHER:**

- This post may be subject to an enhanced DBS check which will be carried out immediately on completion of a job offer being made and again every 3 years. Failure to engage in the completion of the relevant DBS application may result in the job offer being withdrawn
- This job description attempts to cover the main duties of the post but is not intended to provide an exhaustive list of tasks. The post holder is therefore expected to undertake any other reasonable duties within the scope of the role as specified by their line manager

**Organisational values**

Our staff, service users and volunteers have contributed to, and developed, a set of values that reflect who we are, what we do and why we do it. We are proud to state we are:

**Generous: sharing our skills, creating energetic positive links, and thriving together**

**Affirming: supporting and inspiring, paying attention to discover what matters**

**Courageous: challenging inequality, stepping forward and making change**

**Rooted: secure and participating in our communities, nurturing a sense of belonging**

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED
<b>EDUCATION/QUALIFICATION</b>		
A minimum of GCSE grade 4 or equivalent in English and Mathematics or equivalent work experience	<b>E</b>	Application Form
A relevant administration qualification e.g. Business Administration level 2/3	<b>D</b>	Application Form
Willingness to undertake training in health and safety related courses e.g. 1 <sup>st</sup> Aid, fire warden	<b>E</b>	Interview
<b>EXPERIENCE KNOWLEDGE AND SKILLS</b>		
Recent relevant experience in an administrative role	<b>D</b>	Application Form/ Interview
Experience in creating and maintaining spreadsheets, letters and publications	<b>D</b>	Application Form/ Interview
A proven excellence in numeracy, literacy, report writing and IT skills including use of the Microsoft 365 Office suite	<b>E</b>	Application Form/ Interview
Experience of using software and/or databases to record information and deliver accurate reports	<b>D</b>	Application Form/ Interview
An ability to prioritise workload and deliver in a timely manner and with minimum supervision	<b>E</b>	Application Form/ Interview
Can communicate effectively with a range of stakeholders including health professionals and partner agencies	<b>D</b>	Application Form/Interview
Has a “can do” attitude and a team player approach to their work and relationship with colleagues	<b>E</b>	Application Form/ Interview
Is a confident user of IT equipment and can provide basic troubleshooting support	<b>D</b>	Application Form/ Interview
Has an understanding of confidentiality and personal boundaries	<b>E</b>	Application Form/ Interview
Has an understanding of data protection and can apply it as necessary	<b>D</b>	Application Form/ Interview
Has an understanding of Health and Safety legislation and how it informs our ways of working	<b>D</b>	Application Form/ Interview
Able to critically assess own performance and reflect on own practice, making changes where necessary	<b>E</b>	Application Form/ Interview

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Able to manage, with training and reasonable adjustments where necessary, physically demanding tasks such as moving between locations files and stock	<b>D</b>	Application Form/ Interview
<b>OTHER</b>		
Understanding of, and commitment to, equal opportunities and anti-discriminatory practice	<b>E</b>	Application Form/ Interview
Willingness to undertake training and a commitment to continuous personal development	<b>E</b>	Application Form
Willingness to work flexibly and able to travel to different sites and venues	<b>E</b>	Application Form

**Post Holder Signature:**

**Date:**

**Line Manager Signature:**

**Date:**