

Fair Deal - Job Description

Business Support Coordinator

Post:	Business Support Coordinator
Hours:	35 hours Per week
Salary:	£18,200 per annum
Conditions:	As per Fair Deal's Contract of Employment
Accountability:	Business Support Team Leader

Purpose of Post:

As part of the Business Support Team, you will provide flexible and responsive administrative support and reception duties.

Main responsibilities:

Reception

- Answer and screen calls and front desk enquiries and ensure these are transferred to the most appropriate person.
- Regular checking of the reception email account for emails and ensuring these are distributed to the most appropriate person.
- Welcome visitors and provide relevant information as and when necessary.
- Open and distribute all incoming mail and organise outgoing mail for delivery.
- Make taxi bookings as and when required and ensure this is recorded on the spreadsheet.
- Monitor and maintain Transport tracking system and Vehicle Log Book.

Health & Safety

- Record weekly fire alarm tests.
- Update the Health & Safety Log Book with Fire Evacuation Drills.
- Undertake monthly Health & Safety walk round of Fair Deal Office and complete appropriate proforma.

Administration

- Book internal and external meeting room as and when required.
- Set up of internal meeting room bookings including refreshments.
- General typing, filing and photocopying.
- Set up and issue staff mobile phones and maintain records.

HR

- Create and maintain the quarterly training programme including organising training courses, liaising with training providers and staff. In addition, ensuring the relevant software systems are updated with any training information.
- Assist with recruitment processes including monitoring and recording of applications, organise interviews and update the Website with vacancy information.
- Process PVG applications and update of PVG records on Webroster and spreadsheet.
- Issue staff contracts and track return of all new start paperwork for staff including reference requests.
- Update and maintain accurate records on the HR system.
- Assist with the issue of appropriate GDPR documentation and adhere to GDPR guidelines for the use and storage of personal data.

Payroll

- Collate and update payroll information for 4 weekly payroll return.
- Submission of 4 weekly payroll return to payroll provider.
- Update and issue of 4 weekly timesheets to Team Leaders.
- Assist with monitoring of Attendance and Absence Management information and issue of Company Sick Pay letters as and when required.

Finance

- Assist with the issue of Sales Invoices on a 4 weekly basis using the Xero Finance System (working with BS Team Leader) and deal with appropriate enquiries.
- Petty cash at reception (keep records for main office and reconcile regularly on Xero Finance System).
- Scan Purchase Invoices to Receipt Bank (work with BS Team Leader to ensure all invoices are authorised on a weekly basis).
- Assist with the monitoring of Aged Receivables and Aged Payables including issue of statements (working with BS Team Leader).
- Set up payments of Invoices on Banking System for authorisation of BS Team Leader and deal with appropriate enquiries relating to the payment of purchase invoices.
- Assist with the Bank Reconciliation on Xero.

Quality Assurance

- Update policies and procedures as directed by senior managers.
- Create evaluations and feedback reports on survey monkey and issue reports containing results.
- Collate, record and update information required for statistical returns including the annual Care Inspectorate Return and Bi-annual Provider Service Return (PSR).

Social Media & Website

- Update Fair Deal Website with news articles, events information and blogs.
- Create posts for Facebook and Twitter sites.

The main functions of this position are listed above, however, this is not an exhaustive list and the employee would be expected to assist with any additional, reasonable, tasks from time to time.

Employees are expected to:

- Understand and adhere to the Scottish Social Services Council codes of conduct for Employees.
- Understand and adhere to Fair Deal's Values, Policies and Procedures.

Person Specification

Essential

- Educated to SVQ 2 in a Business-related discipline or equivalent experience.
- Effective spoken and written communication skills.
- The ability to work independently and as part of a team.
- The ability to use initiative and a can-do approach in the workplace.
- The ability to complete work to deadlines.
- An organised approach to managing workload.
- Good IT Skills (Microsoft Word, Excel, Powerpoint & Outlook).