

VALLEY HOUSE

BUSINESS SUPPORT ADMINISTRATOR

JOB DESCRIPTION

Responsible to:	Business Support Manager
Responsible for:	N/A
Conditions of Service:	37.5 hours 26 days annual leave per annum. 1 additional day's leave for every 2 years of service up to a maximum of 29 days per annum. Public holidays Plus, pension contribution to Valley House group personal pension scheme
Salary:	£24,400
Location:	Bell Green, Coventry

Main Purpose of Job:

- Work as part of the Business Support Team that covers Reception, Administration, Facilities, Communications and Finance.
- Undertake a full range of technical administration and service support tasks with responsibility for the service user Case Management System (Charity Log Data Base)
- Analyse and interpret information from the service user Case Management System to provide up to date information and reports, including quality monitoring.
- Provide reports as and when requested by the Senior Management Team and the Board, ensuring compliance with the Data Protection Act.
- Provide administrative support to the organisation

Key Tasks and Responsibilities:

- Support the effective running of all back-office systems and functions of Valley House
- Continued development of the service user Case Management System in line with changing priorities and funding.
- Provide ongoing support and information to colleagues regarding changing data requirements and contribute to training where required.
- Work closely with the Director of Operations to review data, summarise reports and ensure quality control.
- To respond appropriately to internal and external requests for information monitoring/management information.
- To provide cover in reception, dealing with visitors and telephone calls.
- Participate in meetings when required.

Corporate Responsibilities

- Adhere to all Valley House policies
- Ensure the effective implementation of Valley House Equality and Diversity policies
- Ensure the service user is at the heart of all service delivery and development

- Attend all meetings and training relevant to your role
- Act as an ambassador for Valley House
- To carry out other duties appropriate to the post as requested by your line manager or other manager or Board member

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail
2. Workers should not refuse to undertake any work, which is not specified in this Job Description, but they should record any additional duties they perform, and these will be taken into account when the post is reviewed.
3. Valley House is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.
4. Valley House is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.
5. All posts at Valley House are subject to continued funding.
6. This job description may be subject to change by agreement from time to time to reflect the changing needs of Valley House and its funders.

PERSON SPECIFICATION

EXPERIENCE
Level 3 in Business/Administration and/or Extensive experience in Business Administration
Experience of working with Microsoft Office applications and data/Case Management Systems/software packages
Experience of collating and interpreting data to produce high quality reports
Experience of office systems and administration functions
Experience of handling a varied workload with conflicting demands and timescales
KNOWLEDGE & UNDERSTANDING
A good knowledge of case management systems/IT systems and managing IT support
A good knowledge of data protection procedures
An understanding and passion for the work of Valley House
SKILLS AND ABILITIES
Excellent administrative and organisational skills
Excellent verbal and written communication skills
High level of IT skills to ensure precision and accuracy
Ability to plan, prioritise and organise own workload
An ability to work confidently on own initiative
Ability to work to tight deadlines with conflicting and competing demands