

Job Description

Job Title:	Business Support Executive Officer
Grade:	Executive Officer (EO)
Care Group:	Integrated Primary and Community Care
Responsible To:	Therapy and Podiatry Services Business Manager (HEO)
Responsible For:	x8 WTE Administrative Staff

Overview

The Integrated Primary and Community Care Group has responsibility for a diverse and varied operational and administrative profile across its many services. We are committed to delivering the very best patient service and care, starting from the initial patient referral through to booking and treatment.

The post holder will provide analytical, change and business support skills to the Therapy and Podiatry Services Business Manager and the Therapy Services Teams, assisting with the successful delivery of projects and wider Care Group requirements. The job requires someone who is extremely organised and adept at communicating positively and effectively to a wide-range of stakeholders in a variety of settings, even when challenging conversations are required.

This is a challenging role, and the post holder requires excellent communication and organisational skills, with the ability to adapt to changing and fast paced environments.

CARE

In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The post holder will play an important role in delivering essential administrative services to fully support the efficient and effective operation of Therapy Services. The post holder will assist in leading the administration staff within Therapy Services and ensure the successful day to day administration of a wide variety of tasks that are imperative to successful service delivery.

The post holder will take on the delivery of current and new projects, which include the planning, managing and delivery of services in line with the project scope. The will include a wide variety of tasks including communicating with stakeholders, clinical staff and senior managers.

The post holder will also liaise with estates regarding facilities issues or raising jobs on Concerto as required.

The post holder will be required to work with discretion, diplomacy and with sound judgement. The post holder will lead in the development of improved systems of work and will become integral to the success of the team, through shared competence and resilient working.

Duties and Responsibilities

A summary of the key duties and responsibilities are as follows:

Business Support

- Maintain own general administration duties, and administrative support to the Therapy and Podiatry Services Business Manager and service leads/managers, undertaking a wide spectrum of tasks as delegated, ensuring completion with targets and deadlines
- Liaise with the temporary staffing department with recruitment of temporary staff. This will include completion of Temporary Staffing Request (TSR) forms and maintaining a spreadsheet for all temporary staff, ensuring the spend on positions remains within budget and flagging areas of concern in a timely manner
- Support all aspects of recruitment for permanent and temporary staff, including preparation of all necessary paperwork, interviews, orders/invoices etc. This will involve the timely and accurate use of JobTrain and PiP
- Raise calls with estates regarding any facilities issues or requests and act as a conduit between estates and the Therapy Service
- Develop, evolve and maintain administrative systems and processes, producing excel spreadsheets/process maps/flowcharts/guides, which both outline and monitor the procedures relevant to the task/roles
- Ensure compliance with the data protection and GDPR laws, consulting with the Information Governance Team as and when required and other members within the wider Care Group, to ensure a streamlined working approach is adopted throughout the areas
- Complaints and enquiries management/incident reporting/Datix
- Compiling of Freedom of Information (FOI) request information and responses
- Collating information pertaining to Tynwald questions
- Ensuring efficiency throughout the administration team i.e. constantly evolving and looking at new ways of working
- Assist in the maintenance of Therapy Services' mandatory training records, ensuring input sheets are kept up to date for staff and own mandatory training, flagging any areas of concern as required to the Therapy and Podiatry Services Business Manager
- Support with any training sessions, which may include organising venues, booking travel etc.
- Manage and oversee a variety of projects across the Service with oversight from the Therapy and Podiatry Services Business Manager, with key responsibilities such as prioritisation, planning ahead, monitoring progress, pursuing and updating accordingly, manage resources available within constraints and deliver these within agreed deadlines and targets

- ⊗ Perform all administrative tasks as required for the success and completion of the project, taking a proactive and solution-focused position
- ⊗ Attend and participate in meetings as and when required with regard to Therapy Services. This will include accurate note-taking at meetings where highly sensitive topics will be discussed and thus discretion is required at all times
- ⊗ Monitor and maintain the Therapy Services website, liaising with Team Leads and then GTS to ensure changes are made in a timely and accurate manner
- ⊗ Authorising and arranging payment of invoices within appropriate levels of financial delegations
- ⊗ Work with the Therapy and Podiatry Services Business Manager in identifying and where appropriate, implementing service or process improvements
- ⊗ Any other duties within the scope and purpose of the role as required

Staffing

- ⊗ Provide leadership, direction, support, mentoring, training, and always be seeking to develop and motivate staff
- ⊗ The above may include reviewing what specific responsibilities fall to the Admin staff and exploring whether any changes are required based on service need and in line with Personal Development Plan (PDPs) (and as appropriate to grades)
- ⊗ Line management of 8 WTE Admin staff
- ⊗ Undertake 1-2-1 recorded supervision sessions with staff every month, feeding back to staff on their individual as well as the overall team performance, putting in place any necessary action plans and support required
- ⊗ Production of PDPs annually by the end of March each year
- ⊗ Review and update job descriptions for staff members as part of the PDP process
- ⊗ Identifying training needs for staff and self, ensuring appropriate training of staff, mentoring or assigning a mentor as required
- ⊗ Responsible for the recruitment process for AO/AA within the section
- ⊗ Manage absence in terms of sickness, leave etc.

Competencies

All staff within Manx Care are expected to recognise that the everyday business of Manx Care requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the post holder represents Manx Care in a wide range of business settings, forums, committees and working groups. It is expected that they will be a committed ambassador of the CARE group and the work that it seeks to achieve.

The post holder reports to the Therapy and Podiatry Services Business Manager. The Therapy and Podiatry Services Business Manager, as Line Manager, is responsible as 'Reporting Officer' for the

implementation of and compliance with the provisions of the Isle of Man Civil Service Performance and Development Review Scheme.

The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the post holder;
- Review and assessment of the post holder's performance and competency/behaviour is made; and
- Performance and Development Review meetings are conducted.

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements.

Health and Safety

The post holder is responsible for his/her own health and safety and the impact of his/her actions on others. The post holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health and Safety Review Group.

Management Authorities

The delegation of Management Authority for roles within Manx Care has been granted by the Chief Officer as follows:

All 'Reporting Officers/Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder`
Disciplinary Procedure	Up to Final Written Warning

	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving gross alleged misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	Up to Stage 3

Competency Levels For This Post Are:

Leading and Working Together	Level B
Communicating and Influencing	Level C
Achieving Results	Level B
Delivering a Quality Service	Level C
Changing and Learning	Level C
Showing Commitment and Resilience	Level B



Isle of Man Civil Service

Person Specification

Job Title:	Business Support Executive Officer
Care Group:	Integrated Primary and Community Care Services
Grade:	Executive Officer

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
<ul style="list-style-type: none"> ☛ Minimum of 5 GCSEs graded 'C' or above, two of which should be in Mathematics and English or equivalent qualification ☛ Recognised management qualification or willingness to work towards in first year 	D E	CV CV
Capability		
<ul style="list-style-type: none"> ☛ Experience working in an office environment, in an administrative capacity ☛ Experience of taking minutes at meetings ☛ Working knowledge of EMiS (Patient Administration System), RIO, PiP or other bespoke client information systems ☛ Ability to communicate clearly and concisely with people at all levels, representatives of outside agencies and members of the public with tact and confidence ☛ Good IT skills and experience of working with databases and spreadsheets ☛ Ability to work independently and within a team environment ☛ Sound knowledge of the principles, purpose and practical application of GDPR ☛ The ability to work accurately and with attention to detail ☛ Experience of managing projects 	E E D E E E E E D	CV CV/Interview CV/Interview CV/Interview CV/Interview Interview CV/Interview CV/Interview

<p>Character</p> <ul style="list-style-type: none"> ⊕ Strong customer focus, with an ability to communicate to a wide range of people at all levels with diplomacy and tact ⊕ Friendly and confident approach ⊕ Resilient and adaptable ⊕ Demonstrate a high level of integrity ⊕ Able to be flexible with working pattern as and when required to meet business need 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>CARE</p> <ul style="list-style-type: none"> ⊕ Trust and is trusted ⊕ Innovative and embraces change ⊕ Appreciate others, other points of view and ways of working ⊕ Conscientious and proactive approach to achieve and maintain excellent standards ⊕ Excellent interpersonal skills, respectful and professional approach with colleagues, patients and contractors, even when facing difficult conversations ⊕ Appreciation of the challenges that come with working in a highly confidential environment, showing integrity at all times 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> ⊕ Isle of Man Worker <ul style="list-style-type: none"> ⊕ Full, valid clean driving licence or the ability to move across sites ⊕ Satisfactory Police Check 	<p>D</p> <p>D</p> <p>E</p>	<p>Application Form</p> <p>Pre-employment Checks</p> <p>Pre-employment Checks</p>