

Job Profile

| Position Details | |
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| Post | Connected Communities Business Support Officer |
| Service Area | Adults and Health Directorate |
| Reports to | Connected Communities Programme Lead |
| Grade | SO1 |
| Job Family | To be completed by HR |

| Role Purpose |
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| <p>Connected Communities is a new interim prevention and early intervention service in which the principle aim is to support Haringey residents with low level complex needs that do not meet statutory thresholds. The service supports people by providing access to a multi-disciplinary team of professionals as part of an early intervention strategy of support.</p> <p>The service offer, in addition to positively affecting outcomes is designed to go some way to reduce demand into more costly statutory services and is aligned to Haringey's Borough Plan.</p> <p>The service offer builds a 'wrapper of support' around a family or individual by agreeing, with their consent, an appropriate action plan, and to then track this plan to assess outcomes, which with appropriate management and monitoring means cases do not escalate.</p> <p>Business support is a crucial function in the effectively delivery of the service and the core purpose of the role will be:</p> <ol style="list-style-type: none">1. Responsible for delivering, to a high standard, the full menu of business support service activities to support the Connected Communities hubs2. Supporting the delivery of an effective and efficient service in line with the priorities, aims and objectives of Connected Communities3. To provide expert business support to a range of functions and services for a wide range of issues and requirements4. To work in partnership with the multidisciplinary team in ensuring that all risks, issues or opportunities are identified and quickly addressed. |

| Main Duties & Responsibilities |
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Main duties and responsibilities are intended to be a guide to the range and level of work expected by the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Provide business support function to ensure the effective running of the Community First hubs including:
 - a. Document Management
 - b. Taking telephone calls and relaying messages
 - c. Data entry to case management systems
 - d. Supporting Meetings e.g. sending agenda, taking minutes
 - e. Supporting key business process such as IT, Finance and HR
2. Provide effective business support to meet the operational day to day running of the Connected Communities programme
3. Assisting with minor technical issues by providing basic IT support
4. Design, create and implement spreadsheets to track activity data
5. Keep computer data bases up to date
6. As the programme is embedded inform opportunities to eliminate waste, stop non value adding activities and maximise the potential of simplified and shared ways of working
7. Contribute to the development of and implementation of the new service and work with the team to identify opportunities to enhance service delivery e.g. within team away days, team meetings and feedback
8. Maintain up to date knowledge to ensure the effective operational support of IT packages and systems used within Connected Communities from a range of partner agencies
9. Work with the business intelligence team to collate and provide a range of documents to support the evaluation of the programme e.g. activity data
10. Order stationary and other offices supplies as required
11. Implementation of a quality standard of right first time every time
12. Engage proactively, effectively, professionally and co-operatively with customers, staff, and partner agencies, always presenting an efficient image of the Business Support and Connected Communities
13. Actively champion continuous improvement for the most efficient and effective ways of working
14. Due to the nature of the role you may be required to work your 36 hours across an extended week

| Person Specification | |
|-------------------------|---|
| Post: | Connected Communities Business Support |
| Grade: | SO1 |
| Responsible to: | Connected Communities Programme Lead |
| Responsible for: | Overseeing all business support activities within the Connected Communities programme |

| Knowledge, Qualifications, Skills and Experience | Essential or Desirable |
|---|------------------------|
| 1. Excellent knowledge of the Microsoft Office suite of products, IT systems, Information Management and data protection legislation | E |
| 2. Knowledge of the IT based systems in use within the Council for general and specialist functionality and how they support service delivery | E |
| 3. Strong written and verbal communication skills | E |
| 4. Strong problem-solving skills to help drive service improvements | E |
| 5. Experience of supporting change/efficiency initiatives | E |
| 6. Knowledge of council services and role they play in meeting needs of the community | E |
| 7. Understanding of the role of partner agencies both external and internal | E |
| 8. Experience of working within a team within a front-line service and providing administrative function | E |
| 9. Excellent knowledge how to collate information that is accessible to all for presentation to a range of forums | E |
| 10. Excellent organisations skills and the ability to effectively prioritise | E |
| 11. Ability to identify opportunities and initiatives to develop and enhance the operational aspects of the Community Hubs | E |
| 12. Proven ability to proactively work flexibly on own initiatives under pressure and to tight timescales | E |
| 13. Experience of working in a confidential manner with sensitivity and discretion | E |

| Main Contacts |
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| <u>Main Contacts:</u> <ol style="list-style-type: none"> 1. Customers 2. Multi-disciplinary Team 3. Customer Services and Library Staff 4. Council departments e.g. Adult Social Care, CYPS, Council Tax 5. Homes for Haringey 6. Business Intelligence Team 7. Health Care Professionals including Primary and Secondary Care 8. Voluntary Sector Organisations |

Additional Information

Please complete the additional information as fully as you can.

| Supervision / Management of People | | | | |
|--|---------------|---------------|----------------|---------------|
| Please indicate which group best describes the total number of staff the post holder is responsible for: | | | | |
| None | Up to 5 staff | 6 to 15 staff | 16 to 49 staff | 50 plus staff |
| x | | | | |
| Are the staff based at the same work location? | | | | No |
| Will the post holder be responsible for contract / agency / project staff? | | | | No |

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

| Work Environment | | | | | |
|---|--------|------------------|--|--------|------------------|
| Activity | Yes/No | % of working day | Activity | Yes/No | % of working day |
| Office duties. | Yes | 100% | Use of a computer. | Yes | 90% |
| Audio typing. | No | | Crisis or conflict situations. | No | |
| Walking more than a mile. | No | | Manual handling. | No | |
| Working alone or in isolation. | No | | Working in confined spaces. | No | |
| Driving a car, van or minibus. | No | | Preparing or serving food. | No | |
| Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B. | No | | Working in awkward positions, e.g. stooping, bending, reaching. | No | |
| Exposure to substances hazardous to health, including lead, asbestos or radioactive substances. | No | | Operating heavy or hazardous machinery including forklifts, diggers or cranes. | No | |
| Regular and repetitive movements. | No | | Working shifts / unsocial hours, nights. | No | |
| Outdoor work involving uneven surfaces. | No | | Standing or sitting for prolonged periods. | No | |

| Activity | Yes/No | % of working day | Activity | Yes/No | % of working day |
|--|--------|------------------|---|--------|------------------|
| Working shifts / unsocial hours / nights. | No | | Working at heights / on ladders, roof work. | No | |
| Teaching, or responsibility for, children. | No | | Outdoor work involving extremes of temperature. | No | |
| Electrical hazards. | No | | Control and restraint. | No | |

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| Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients: |
| N/A |
| Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability: |
| N/A |
| Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability: |
| N/A |
| Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability: |
| N/A |
| Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations: |
| Yes |
| Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability: |
| N/A |