

## JOB DESCRIPTION

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<b>Job Title :</b>	Business Support Officer
<b>Directorate:</b>	Care & Support
<b>Responsible to :</b>	Business Operations Manager
<b>Job Purpose</b>	<p>To provide business support to the Head of Telecare and Business Operations Manager.</p> <p>The key focus of the post will be the supervision of the day to day operation of the customer service desks, providing effective performance monitoring and reporting.</p> <p>The post holder will be required to work flexibly and collaboratively with colleagues, and proactively identify areas for service improvement.</p>

### Principal duties and responsibilities

#### **1.0 Business Support**

- 1.1. Establish and maintain systems for effective performance monitoring, management and reporting.
- 1.2. Review policies and procedures and make recommendations for implementation to improve effectiveness of service delivery.
- 1.3. Carry out regular audits of key customer service delivery processes and implement appropriate corrective actions as necessary.
- 1.4. Ensure office management systems are established and maintained.
- 1.5. Develop and maintain Radius Connect 24 section of the intranet.
- 1.6. Provide a confidential office administrative and support service to Executive Director and Business Account Manager.

#### **2.0 Supervision of Customer Service Desks**

- 2.1 Supervise the day to day operation of the customer service desks, ensuring customer requests are processed effectively and efficiently to the agreed service levels.
- 2.2 Provide first line supervision, training and support for the administration team.
- 2.3 Foster and nurture a team approach to customer service delivery.
- 2.4 Implement appropriate quality control measures in all aspects of customer service delivery, including call handling, database and general administration and in liaising with clients, carers, professionals and customers.

### 3.0 General

- 3.1 Undertake activities, where appropriate, representing the Association in a respectful and mutually supportive manner to external groups or the general public.
- 3.2 Conduct all activities in a manner which is safe to yourself and others acting at all times in accordance with the Health and Safety Policy.
- 3.3 Employees represent the Association and should attend work neat, tidy and clean in appearance which includes their work area/clear desk in line with the Code of Conduct and Health and Safety policy.
- 3.4 Undertake other delegated duties appropriate to the scope and function of the grade of post including cover duties during periods of absence e.g. sickness, annual leave.
- 3.5 Promote and ensure compliance with the Association's statutory Equality Duties.

This post is based at Moyra Mitchell, Redburn Square, Holywood. However, due to the nature of the Association's customer base, this post has a mobility clause in that the post holder must be prepared to work as directed and support as and when required at other offices – including its Dublin office.

Normal working hours are 9am–5pm; Monday to Friday. There may be an occasional requirement to work outside normal working hours

All employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of gender including gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, race or ethnic origin, religious belief, political opinion, national identity, age, disability or whether or not they have dependants.

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of Radius activities and following consultation with the Job Holder.

**Radius operates a 'No Smoking' policy which includes the use of devices such as e-cigarettes.**

**Person Specification - Business Support Officer: Connect 24**

<b>ESSENTIAL CRITERIA (demonstrate on application form)</b>	
<b>1</b>	<p>Good general level of education to include at least 3 A Levels (at a minimum of Grade C or above) and GCSE English and Maths (or equivalent).</p> <p align="center"><b><u>OR</u></b></p> <p>QCF Level III (previously NVQ) in Business Administration or equivalent relevant qualification.</p> <p align="center"><b><u>AND</u></b></p> <p>Eighteen months' administration experience working in a business environment including operation of a bespoke computerised system and operation of customer service contact centre desks.</p>
<b>2</b>	Demonstrable experience of working in an environment regulated by set working policies and procedures.
<b>3</b>	Excellent level of IT literacy with demonstrable experience of Microsoft Office and in particular experience in the use of Microsoft Excel spreadsheets including the production of graphs, charts and pivot tables with the ability to manipulate and interpret data and produce analytical reports.
<b>DESIRABLE CRITERIA (demonstrate on application form)</b>	
<b>1</b>	One year's team leadership experience working in a customer service contact centre.
<b>SPECIALIST KNOWLEDGE (tested at interview)</b>	
	• IT literate with demonstrable experience of using Microsoft Office
	• Good oral & written communication skills
	• Excellent level of literacy and numeracy
	• Excellent organisational & planning ability
	• High level of accuracy & attention to detail
	• Ability to work on own initiative and as part of a team

**Please note:**

- Applicants will be required to provide confirmation of relevant qualifications / memberships.
- Successful applicants may be required to complete an Enhanced Disclosure Check. Having a criminal conviction will not necessarily debar an applicant from working with the Association. Disclosure information will be handled in line with the Access NI Code of Practice and the Rehabilitation of Offenders (NI) Order 1978.
- The Association reserves the right to shortlist on the desirable criteria if necessary.

## CORE COMPETENCIES

At Radius, we put our customers at the centre of all we do. The overall purpose of the Association is to make a positive difference by providing homes, support and care for people, building neighbourhoods and empowering communities. Our values are aligned to this and focus us on what we are about. The behaviours we want our employees to have are outlined below and will help us deliver a quality service to our customers.

Competency	Definition
 Setting Direction  <b>Change and Continuous Improvement</b>	<p>Radius employees will have initiative, be innovative and seek out opportunities to create effective change. They will learn from what has worked as well as what has not, being open to change and improvement and working in 'smarter' more focused ways.</p> <p>For leaders, it is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions.</p>
 Setting Direction  <b>Leading and communicating</b>	<p>Radius employees will have pride and show enthusiasm for the services they provide, communicating purpose and direction with clarity and openness. They will support the principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and future vision; managing and engaging with people in a straightforward, truthful, and open way.</p>
 Delivering Results  <b>Managing Performance</b>	<p>Radius employees will have a focus on delivering timely performance, taking responsibility and accountability for quality outcomes. They will work to agreed goals and activities, and deal with challenges in a responsive and constructive way.</p> <p>For leaders, it is about setting clear, aligned performance goals and objectives for self, others and the organisation.</p>
 Delivering Results  <b>Customer Focus</b>	<p>Radius employees will establish the needs of customers and strive to ensure that these are met. They will understand the needs and expectations of customers to enable the effective delivery and development of an appropriate quality service which exceeds customer expectations.</p> <p>For leaders it is about seeking feedback, involving customers and consulting broadly on customer needs</p>
 Engaging People  <b>Working with Others</b>	<p>Radius employees will work collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues.</p> <p>For leaders it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.</p>
 Engaging People  <b>Valuing Equality and Diversity</b>	<p>Radius employees will treat everyone with professional and personal respect, behaving ethically and with integrity and promoting fairness and recognising the value of diversity.</p> <p>For leaders it is about creating a work culture and practices that recognise, respect, and value diversity for the benefit of the association.</p>