

## Job Description

<b>Job Title</b>	<b>Business Support Officer</b>
<b>Position No.</b>	<b>48022827</b>
<b>Band</b>	<b>4</b>
<b>Team</b>	<b>Delegated Commissioning</b>
<b>Base</b>	<b>Worcestershire &amp; Herefordshire offices (to be confirmed: hybrid working policy in place)</b>
<b>Accountable to</b>	<b>Director of Delegated Commissioning</b>
<b>Line Manager</b>	<b>Senior Business Support Officer</b>

## Part 1 – Job Summary & Key Responsibilities

### Job Summary

The Herefordshire & Worcestershire ICB is responsible for planning and allocating resources to meet the four core purposes of the ICS namely: to improve outcomes in population health and healthcare; tackle inequalities in outcomes, experience, and access, enhance productivity and value for money and help the NHS support broader social and economic development. Within this context as the ICS develops as a statutory organisation, a significant challenge will be to determine how it effectively supports and enables place-based and local partnerships to take necessary action that will improve population health outcomes and reduce inequalities (i.e. unfair and avoidable differences in health across population, and between different groups in society).

The role provides business support to the Delegated Commissioning Team which is responsible for supporting delegated functions, including General Practice Medical Services, Pharmacy, Ophthalmology, Dentistry and Specialised Commissioning.

The postholder will support the Team in the planning and management of complex policies, commissioning and contracting guidance and contribute to the delivery of the core commissioning objectives of the Team, which include:

- General Medical Services contracts (both GMS and locally commissioned services)
- Commissioning management and support of Primary Care Networks (PCNs), PCN development and additional roles
- Commissioning responsibilities for Pharmaceutical, Ophthalmic, Dental Services and Specialised Commissioning
- General Practice Estate

As part of the Team the role of Business Support Officer will be to provide a comprehensive

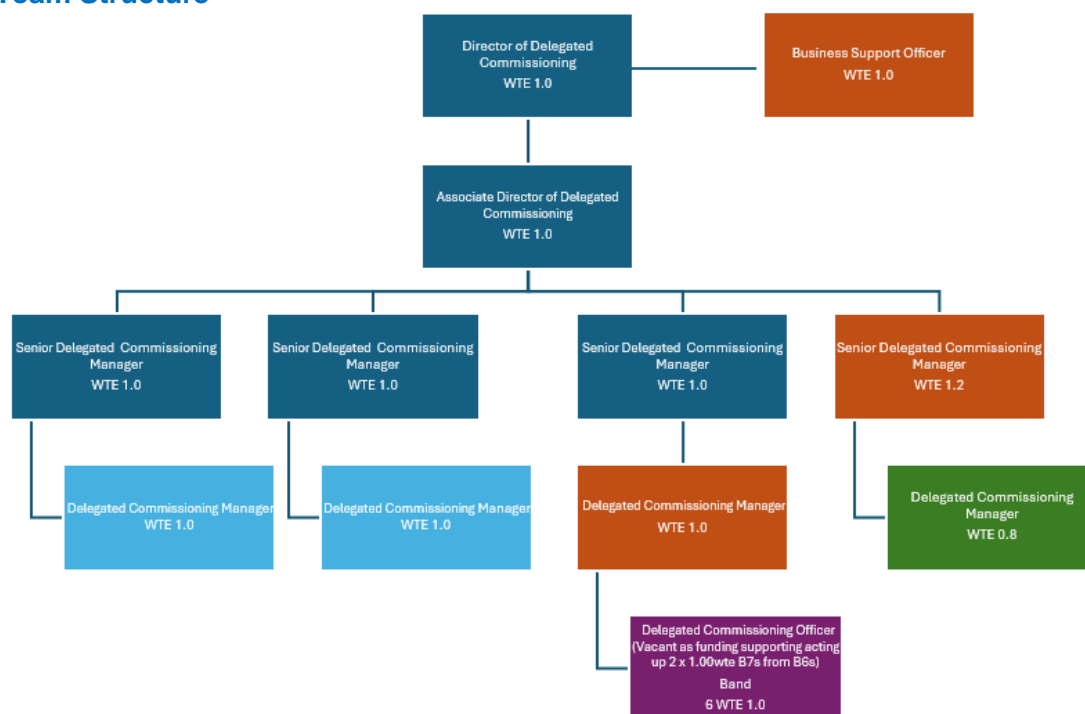
efficient and effective business support service.

- There will be an expectation for the post holder to be highly motivated, flexible and multi-skilled with excellent organisational skills and the ability to work in a fast paced, modern organisation.
- The post holder will have high standard of Microsoft Office applications including word processing, Excel and Powerpoint skills and computer literacy. They will be required to maintain an up-to-date knowledge of digital infrastructures, work with multiple electronic systems and Microsoft applications.
- The post holder will need to effectively meet multiple deadlines, collate/report data appropriately and maintain standards relating to administrative processes.
- They will need to be able to work effectively within multiple teams and delegate/share work streams where appropriate.

The Team consists of circa 10 members. The role includes support to events (planning, organising and attending both virtual and venue based), monitoring a generic Team email inbox, using spreadsheets to monitor contractual returns, attending meetings and taking notes and assisting the Team with contractual aspects of contracting and commissioning. The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

The ICB has two offices, one in Hereford City Centre and the other in Perdiswell, Worcestershire, and there is an expectation that the postholder will work in both offices. The ICB has in place a hybrid working arrangement whereby a minimum 50% of the contracted hours are spent in the office and the remainder are spent working from home.

## Team Structure



## Key Responsibilities

- Support effective office management systems to ensure processes are efficient and robust.
- Provide administrative and project support to the Delegated Commissioning Team in the delivery of contractual and commissioning commitments/deadlines, effectively and to time.
- Communicate and engage with external and internal stakeholders which may require negotiation skills and understanding the needs/requirements and of other organisations, senior professionals and individuals.
- Update and maintain processes within relevant work areas, working with team members in the collection of information for performance reporting to relevant team projects.
- On direction research areas of good practice and collate information to support the work of the team.
- Be highly organised, effective and resilient, with the ability to solve problems and use initiative, working with minimal supervision.
- Be a point of contact for queries from internal and external stakeholders and practices with regards to projects, resolving queries where possible and escalating when required in a timely manner, inclusive of monitoring the generic email inbox.
- Support meetings in the capacity of organizing, preparing (whether digitally or face to face), collating papers, taking action notes where required.
- Co-ordinate the arrangements of events, internally and externally, ensuring that all meetings and events are well co-ordinated, appropriate venue and hospitality arranged and meeting details communicated in advance.
- Diary management
- Coordinate agendas and papers for meetings, taking and transcribing notes to a high standard and in a timely manner, producing and updating an action log, and ensure actions are communicated to relevant parties and followed up to track progress.
- Deal with incoming correspondence for the designated work areas, both electronic and paper-based, responding or redirecting as appropriate, and ensuring that any urgent or important business is brought to the attention of the relevant person in good time.
- To coordinate work, ensure this is prioritised and delivered within agreed deadlines and targets; highlight any potential problems with forthcoming deadlines to the attention of the relevant service leads.
- Ensure confidentiality is always maintained in accordance with Information Governance regulations, including appropriate filing of documentation.
- Promptly and accurately produce letters, memos, reports, tables, minutes, presentations and other documents, utilising excellent writing skills and a good understanding of local processes; copy and distribute correspondence/information as required.
- Manage paper and/or electronic filing system for the designated work area including confidential files.

## Key Working Relationships

- The post holder will be required to have regular contact with internal and external stakeholders across the ICS.
- The key external working relationship of paramount importance in this role is with the practices commissioned to deliver General Medical Services, Pharmacy, Ophthalmic and Dental services.
- to the population of Herefordshire & Worcestershire. In addition, relationships with the Clinical Directors of Primary Care Networks, GP Federation leads and local professional representative bodies will need to be developed, nurtured and maintained.

- The post holder will be required to develop and then maintain an effective system of matrix working within the ICB teams to identify and address inter-dependencies and to ensure alignment of priorities

### Working as part of the Delegated Commissioning Team

Contribute to the building of effective teamwork by:

- Promoting communication and effective working practices with all staff
- Working flexibly within core working hours to ensure the office is appropriately covered and supported.
- Sharing information, skills and experiences with colleagues.
- Listening and being open to the views of others.
- Actively working to develop and maintain positive relationships within the ICB and externally.

## Part 2 – Our Values & Behavioural Expectations

### Our Values

Within NHS Herefordshire and Worcestershire, we strive to be a supportive, caring employer and expect our staff to behave in a professional, inclusive and respectful manner and to demonstrate the values which underpin our vision for the population of Herefordshire & Worcestershire:



**Kindness | Trust | Honesty | Fairness | Respect**

During the recruitment process, all candidates will be expected to provide relevant examples of how they demonstrate our values. Relevant information will be required during the application stage and, for shortlisted candidates, during the interview process.

### Equality and Diversity

We are committed to providing an environment of inclusion and mutual respect where equal employment opportunities are available to all regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, marital status, religion, or belief. Our goal is to be a diverse organisation that is representative, at all levels, of the communities we serve, and we recognise and appreciate that everyone associated with the NHS Herefordshire and Worcestershire is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the NHS Herefordshire and Worcestershire's Equality and Diversity Policy and the commitments and responsibilities the organisation must:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

**Note: For all posts at Band 8a and above, there will be a requirement for candidates to demonstrate relevant E&I experience and/or expertise during the recruitment process.**

### Safeguarding Children and Adults

All employees are required to always act in such a way that safeguards and promotes the health and well-being of children and vulnerable adults. Familiarisation with and adherence to the policies and procedures of the Local Safeguarding Boards (Children and Adults) and those of the organisation is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees' roles and responsibilities.

### Our Green Plan & Sustainability

We recognise the impact our services can have on the natural environment and, as a commissioner of healthcare services, we seek to minimise these impacts through the adoption of sustainable practices and continual improvement & development in environmental performance, whilst delivering health benefits for staff, patients, visitors and our local communities. All employees are expected to fully support our aim to operate in a sustainable way, reduce our environmental impact and contribute to the achievement of NET Zero targets.

### Personal Development

NHS Herefordshire and Worcestershire is committed to supporting the development of all staff. All employees have a responsibility to participate in the personal development process with their manager, which will provide an opportunity to:

- establish and take action towards achieving goals
- have a conversation about job role, career aspirations and personal development
- align personal aspirations with corporate objectives
- agree actions that are underpinned by the organisation's value base

As part of development, employees have joint responsibility with their line manager for the development of skills and competencies through identification and participation in training and development activities relevant to their role.

## External Interests/Personal Relationships

Each member of the NHS Herefordshire and Worcestershire's staff is responsible for ensuring that any external interest they have and/or personal relationship/s they have with an existing member of staff, does not conflict with the duties of their posts. All applicants for posts within the organisation must disclose any such external interest or existing personal relationship at the earliest possible stage of the recruitment process. If an applicant is in any doubt about a possible conflict of interest they should raise the issue and seek advice from the recruiting manager.

## Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the organisation and others in meeting statutory regulations.

- To comply with safety instructions and NHS Herefordshire and Worcestershire policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

## Information Governance, Data Protection and Confidentiality

All staff are expected to:

- Ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott;
- Be aware that NHS Herefordshire and Worcestershire operates a suite of Information Governance and Data Security Policies. All staff should become familiarise themselves with these policies and, in particular, sign the IG Code of Conduct and complete the mandatory IG Training within one month of commencement. Breaches of any of these policies could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal;
- Comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990;
- Ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 2018 and the principles of Caldicott; and
- Ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

## Smoke Free Policy

In line with the Department of Health guidelines, NHS Herefordshire and Worcestershire operates a strict smoke-free policy. This includes not permitting the use of E-Cigarettes on the premises.

## Notes & Review

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with their manager. This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on an annual basis.

## Part 3 - Person Specification

<b>Job Title</b>	<b>Business Support Officer</b>
<b>Position No.</b>	<b>TBC</b>
<b>Band</b>	<b>4</b>
<b>Team</b>	<b>Delegated Commissioning</b>
<b>Base</b>	<b>Worcestershire &amp; Herefordshire offices (to be confirmed: hybrid working policy in place)</b>
<b>Accountable to</b>	<b>Director of Delegated Commissioning</b>

	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working within a fast-paced working environment</li> <li>Experience in supporting multi-disciplinary teams</li> <li>Experience of working with multiple Microsoft applications and the internet</li> <li>Demonstrable experience of working to tight deadlines and the ability to complete tasks with minimal supervision.</li> </ul>	<ul style="list-style-type: none"> <li>Previous NHS administration experience</li> <li>Experience of coordinating/management of facilities, including health &amp; safety processes.</li> </ul>	Application/ Interview
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Minimum of 3 GCSE qualifications grade A-C or equivalent, including English and Maths</li> <li>RSA III word processing or equivalent</li> <li>ECDL or equivalent</li> <li>NVQ 3 or 4 in administration or related subject or demonstrable equivalent proven experience</li> </ul>	<ul style="list-style-type: none"> <li>Advanced ECDL or MOST or equivalent</li> </ul>	Application
<b>Skills, Knowledge &amp; Competencies</b>	<ul style="list-style-type: none"> <li>Extensive organisational skills and competencies</li> <li>Thorough knowledge and understanding of all administration support and duties</li> <li>Ability to take minutes of meetings</li> <li>Understanding of confidentiality issues</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of ICB organisations</li> <li>Working Knowledge of NHS policies and procedures</li> <li>Plan and prioritise own workload</li> <li>Advanced typing skills</li> </ul>	Application/ Interview



	<ul style="list-style-type: none"> <li>• Excellent communication skills – verbal and written</li> <li>• Very accurate word processing skills</li> <li>• Ability to work as part of a team and also alone</li> <li>• Ability to deal with a range of duties and issues professionally</li> <li>• Ability to respond appropriately to telephone and other issues with tact, diplomacy and discretion</li> <li>• Ability to prioritise workload</li> <li>• Highly organised and efficient, able to work effectively under pressure and produce quality work to deadlines</li> <li>• Must be adaptable and open to change.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and under pressure</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to work with multiple services where necessary</li> <li>• Enthusiastic and keen to learn</li> <li>• Proactive and helpful</li> <li>• Ability to deal with challenges</li> <li>• Ability to work effectively in a fast-paced working environment.</li> <li>• Ability and willingness to travel by own means to various locations throughout the County.</li> </ul>	Open to personal development and willingness to undertake training as necessary to role.	Interview