



Business Support Assistant

Job Description

Job Reference:E128/19

Location:	East Area Office, Edinburgh
Responsible to:	Area Manager
Salary:	£20,979 - £24,444 per annum (£10.76 - £12.54/hr equivalent)
Working hours:	37.5 hours per week
Special conditions:	May include travel across the East area (Edinburgh, East Lothian, Midlothian, Scottish Borders, Fife)
Closing date:	12.00 noon Wednesday 20th November 2019
Interview date:	Week commencing 2nd December 2019

Job Summary

To provide a comprehensive business and administrative support service that meets Penumbra's objectives across the East area.

Responsibilities

- Work in collaboration with the Area Manager, providing support as required.
- Provide IT expertise as required across the area and take a lead role in the implementation of any new organisational and local systems.
- Assist in the development of consistent and effective administrative processes across the organisation.
- Working closely with several local and national posts and in a close partnership with the other business support and administration teams across Penumbra. Share best practice across the organisation.
- Work to identify cost and time efficiencies across the area.
- Work with local management and services to develop and implement appropriate administrative and IT processes.
- Attend local area management meetings.
- Line management and supervision of Area Administrator.
- Undertake project work as required.
- Understand the requirements of regulatory bodies (SSSC, Care Inspectorate) and work to ensure Penumbra remains compliant.
- Develop and maintain positive working relationships with Health & Social Care partners and other agencies.
- Take overall responsibility for all local administration processes, in relation to areas such as:
 - Finance

- Recruitment and Staffing
- Health and Safety
- Training
- Fundraising
- Contract monitoring
- Tender Submissions
- Ensure adequate stock of organisational resources and promotional materials
- Ensure local information is maintained through Penumbra website and other media
- Provide regular feed to Penumbra's social media outlets
- Co-ordinate local events as required.
- Provide telephone and reception cover as required.
- Any other duties as required.

Person Specification – Business Support Assistant

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> ● Good level of secondary level education. <p>Desirable</p> <ul style="list-style-type: none"> ● Administration qualification ● Business related qualification
Knowledge and Experience	<p>Essential</p> <ul style="list-style-type: none"> ● Experience providing business support in a busy environment ● Excellent IT skills – including Microsoft Excel, Word, Outlook and Power Point ● Experience of analysing, organising and presenting numerical data as well as data management ensuring accuracy and confidentiality ● Proven experience of working effectively with limited supervision ● Experience of using your initiative to develop efficiencies. <p>Desirable</p> <ul style="list-style-type: none"> ● Experience of working in a Social Care Organisation. ● Experience of using and improving defined business processes and giving guidance on them to colleagues.
Core Competency – Working with Others	<p>Essential</p> <ul style="list-style-type: none"> ● Builds good working relationships with team members and colleagues throughout the organisation. ● Facilitates co-operative and effective working whilst in a team. ● Is approachable, open, polite and helpful to others at all times. <p>Desirable</p> <ul style="list-style-type: none"> ● Experience of managing and training other team members
Core Competency – Learn and Apply	<p>Essential</p> <ul style="list-style-type: none"> ● Identifies learning and development needs and seeks a range of formal and informal learning opportunities to meet them. ● Demonstrates commitment to keeping knowledge, understanding and skills up to date.

	<ul style="list-style-type: none"> Is open to positive and constructive feedback from others.
Core Competency – Communication	<p>Essential</p> <ul style="list-style-type: none"> Speaks and writes clearly and accurately and ensures the message is understood. Uses the most appropriate means of communication using content style and language to suit the audience and content. To create, manage and manipulate data and information whether relating to finance and staffing information, this will include producing bespoke and complex reports. Explore and contribute ideas for innovation. Assist in improving organisational performance
Core Competency – Managing Self	<p>Essential</p> <ul style="list-style-type: none"> Sustains effort to overcome obstacles and feelings of frustration and is able to maintain a positive view. Is able to explain and account for their own practices and expects to have their thinking challenged appropriately. Is open to change and continually improving practice. Desirable Project-management and problem solving skills with a creative approach towards solving day-to-day complexities
Core Competency – Professionalism	<p>Essential</p> <ul style="list-style-type: none"> Demonstrates a commitment to Penumbra's values. Maintains sound ethical and professional standards at all times. Demonstrate ability to create, enhance and improve new and existing business processes and skills motivating the whole area team. with regards to encouraging existing staff and external clients Ensures the delivery of efficient effective, high quality services. Demonstrate team spirit, drive and initiative.

Completed Applications should be returned to:

recruitment@penumbra.org.uk

or send to

**Recruitment
Penumbra
Norton Park
57 Albion Road
Edinburgh
EH7 5QY**