



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	Essential <ul style="list-style-type: none"> ● Good level of secondary level education. Desirable <ul style="list-style-type: none"> ● Administration qualification ● Business related qualification
Knowledge and Experience	Essential <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. Desirable <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	Essential <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. Desirable <ul style="list-style-type: none"> ● Experience of managing and training other team members
Core Competency – Learn and Apply	Essential <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	Essential <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	Essential <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	Essential <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
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