

JOB DESCRIPTION

Please submit all applications to admin@beaconhc.co.uk or post to Beacon, 10 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT to reach us by 9am on Monday 6th February 2023.

Job Title:	Administration & Business Support Officer
Department:	Operations Team
Reporting To:	Dan Harbour
Reporting To Job Holder:	N/A
Work Hours:	Part-time (24-28 hours p/w), flexible hours
Contract:	Permanent
Salary:	£19,500 pro rata p/a plus performance-related bonus and excellent benefits package (see below)
Location:	Hybrid role - based at our Oxfordshire office (in Abingdon) but with flexibility to work from home for part of the week.
Job Purpose:	To provide a wide range of administrative duties to the casework and advice teams in order to facilitate the smooth delivery of all business operations. Providing client-facing telephone support to sales team.

MAIN DUTIES:

1. To provide a wide range of organisational and administrative duties to the advice, casework and management teams as directed in order to facilitate smooth running of all business systems and operations, ensuring that administrative activities are carried out in accordance with company policy and procedures.
 2. Providing operational support to sales team, including taking telephone enquiries from clients and arranging sales consultations. Supporting the Business Development Manager with sales consultations during holidays and at peak periods.
 3. Together with Legal Services Administrator, responsible for the effective operation of administrative procedures including operating and maintaining database and filing systems.
 4. Providing accurate and efficient typing and formatting support.
 5. Collecting, processing and distributing post.
 6. Managing travel arrangements of caseworkers across the country.
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7. Arranging couriers, taxis and meeting rooms as required.
8. Requesting medical records from health and social care agencies and tracking their delivery.
9. Scanning and processing incoming client documents and medical records with skill and care according to company procedures.
10. Managing stationary stock levels.
11. Ordering literature and supplies.
12. Processing and posting literature to advice service callers.
13. Supporting the casework team with case administration including requests for medical records and printing and posting letters.
14. Monitoring group inboxes and responding to or allocating emails as necessary.
15. Processing and posting invoices.
16. Making credit control calls as directed by Managing Director.
17. Processing incoming payments on CRM system and filing appropriately.
18. Taking card payments from clients.
19. Periodically entering registrations for literature packs on CRM system.
20. Oversight and triaging of Information and Advice service inboxes.
21. Occasional project management support functions as directed by Managing Director.
22. To meet and greet clients and visitors to the offices.
23. To adhere strictly to information governance policies and procedures, keeping abreast of developments and providing advice to staff as necessary.
24. Keep operating procedures under review to identify areas of potential development and / or improvement and make recommendations.
25. Attending line management, supervision and team meetings as appropriate.
26. Archiving.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your developing role and the overall objectives of the companies.

This post may be subject to a satisfactory Disclosure and Baring Service check or equivalent.

STAFF BENEFITS: Pension Scheme, Generous Annual Leave Entitlement, Death in Service Benefit 4x salary, Flexible Working, Health & Dental Care Plan, Professional Development Plan, Employee Rewards Scheme (Perkbox) and Performance-Related Bonus.

PERSON SPECIFICATION FORM

Job Title: Administration and Business Support Officer

Department: Operations Team

Specification	Essential Requirements	Desirable Requirements
<u>Qualifications/ Education/ Training:</u>	Strong IT skills and an ability to use Microsoft Office Applications to a high standard.	Advice, customer service or project management qualification.
<u>Relevant experience:</u>	Managing day-to-day operations and developing and implementing effective and efficient office systems.	Experience of working within or understanding the relationships across Health and Social Services. Experience of working in an administration role either within a private firm, health or social care organisation, or third sector organisation.
<u>Relevant knowledge/skills:</u>	Excellent oral and written communication skills with an ability to engage effectively with a range of stakeholders. Able to establish a good rapport with clients in a professional and caring manner, upholding brand values. The ability to work with attention to detail and accuracy, handling confidential and sensitive information with discretion. Able to keep good records, monitor and report. Excellent and demonstrable organisational and administrative abilities.	An understanding of effective listening and questioning techniques.
<u>Personal attributes:</u>	A demonstrable ability to work with a client group who may be lonely, upset and experiencing strong and complex emotional feelings. Able to work on own initiative, to prioritise work, and to work under	Flexible attitude to work, including availability to work some evenings when required. An ability to work as part of a small and dynamic team.

	pressure.	
<u>Special Requirements:</u>	A commitment to the principles of equal opportunities and anti-discrimination whether race, religion, age, gender or sexual orientation. This post may be subject to a Disclosure and Barring Service check.	

Background Information

NHS Continuing Healthcare (CHC) is the name given to a package of healthcare that some people need to receive due to disability, accident or illness. People who are eligible for CHC have the full cost of their care and accommodation funded by the NHS. This relieves families of sometimes astronomical care bills.

The criteria for determining who is eligible for CHC are highly complex and can be very difficult to understand. The assessment process is lengthy and detailed. Likewise, the appeal process can be very daunting and perplexing.

Beacon's roots are in a service provided by Age UK Oxfordshire, to provide free advice and support to families trying to navigate the CHC system. Beacon is a social enterprise that spun out of this service nine years ago and has supported over 50,000 families across England.

Beacon provides a free CHC advice service, funded by the NHS, as well as advocacy and representation charged at a fraction of the cost of most legal firms. We are well renowned as England's foremost experts in CHC and frequently advise policy-makers on policy changes and updates to the guidelines.

Our Values

At Beacon, we employ people who want to do things differently to other organisations working in this field. Five values sum up our culture and how we treat our clients and our staff:

1. Ethical

Commitment to our clients

We operate with honesty and integrity. We are transparent about our funding set-up and our fees, which we keep as low as we sensibly can. We never 'hard sell' our services, we keep you informed at every step, and we always give our honest opinion of your chances of success. As a social enterprise, we donate any profits to charity.

Commitment to our team

We operate with honesty and integrity, and always work hard to get the best results for our clients and the business. We work to high standards, and trust our people to respectfully speak out if we fall short.

2. Expert

Commitment to our clients

We pride ourselves on being recognised as leading independent experts in NHS Continuing Healthcare (CHC). We apply our knowledge and experience to help every case and caller. We also strive to improve CHC for everyone, by training health and social care professionals.

Commitment to our team

We are the leading experts in our field. We encourage and value innovation and evolution in what we do, and how we do it. We are united in developing the business and its services.

3. Personal

Commitment to our clients

By listening carefully to you and the people who really know about your care needs, we can provide excellent advice and powerful advocacy tailored to your unique situation.

Commitment to our team

We get results by getting to know our clients. We do the same with our people, offering flexible working options to suit your circumstances, and taking time out to have fun as a team.

4. Compassionate

Commitment to our clients

We are mindful of the immense stress that our callers and clients can be under, at what is often a really tough time. We do our best to lift some of that burden by providing a quality service that you can trust, and by being compassionate and courteous at all times.

Commitment to our team

The nature of the work can be stressful and emotionally draining. We take care and time to look out for each other, and encourage healthy work habits.

5. Rewarding

Commitment to our team

We take the time to celebrate success and are inspired by one another's achievements. We provide a generous and varied suite of benefits that can be enjoyed by our people and their families.