



**Job Title:** Business Co-ordinator

**Salary Range:** Min - £20,073 – £25,073 (All Other Areas)  
Min - £21,076 - £26,076 (South East)  
Min - £22,080 - £27,080 (London)

**Reports to:** Operations Manager

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

We need an Business Co-ordinator to oversee the administration, finances and customers of an operational delivery centre.

The aim of the centre is to deliver services which creates a society in which everyone has the opportunity for employment, inclusion and independence.

To stand-out you need to champion and embrace change, balance the empathy of a charitable heart with a commercial edge, and be willing to learn and collaborate with others.

### **Are you right for the job?**

- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Are you good at coordinating people and their diaries and tasks
- Do you have strong organisational skills?

## Person Specification

Job Title: Business Co-ordinator

(E = Essential D = Desirable)

### Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

### Technical competency (qualifications and training)

- NVQ/SVQ level 2 or above or equivalent experience. **(E)**

### Experience, Knowledge and Skills

- Excellent administration skills including experience of minute taking and an ability to analyse and produce accurate statistical reports. **(E)**
- **Experience of coordinating diaries (E)**
- **Experience of managing customers queries (E)**
- Excellent working knowledge of computer software packages particularly those in the Microsoft Suite i.e. Word, Excel, PowerPoint and Outlook. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. **(E)**
- Excellent organisational, communication and presentation skills. **(E)**
- Ability to work on own initiative and as part of a team. **(E)**
- Experience of working in the welfare to work industry and delivering to specified targets, quality standards and compliance measures. **(D)**
- Experience of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers demonstrating active listening skills to quickly build rapport **(D)**
- Ability to negotiate, influence and persuade at all levels. **(E)**
- A working knowledge of marketing **(D)**
- A working knowledge of SharePoint and Agresso Applications **(D)**

### Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- Role requires a Criminal Records Bureau disclosure at Enhanced level. **(E)**

### Other

- Have an understanding of and be able to demonstrate a commitment to equal

## **Main Duties and Responsibilities**

1. Provide support to the service, enabling front line staff to focus on clients by managing and completing administrative and support functions.
2. Where there is not an obvious assigned member of staff, acting as an effective first point of contact with regard to enquires from key stakeholders,
3. Host any key stakeholders visits or events relating to the service ensuring facilities, agenda and arrangements are well-organised and communicated to relevant parties.
4. Take part in monthly team meetings with the team to allow the sharing of ideas and best practices, take minutes and disseminate in a timely manner to the team.
5. Use the necessary in-house communications systems, including e-mail, telephones, faxes, reprographics etc., to ensure prompt and effective responses to clients, Shaw Trust staff and external organisations.
6. The development and maintenance of action logs, share point sites and monitoring actions.
7. Devise and maintain office systems, including data management and filing ensuring all client records (both electronic and paper based) are securely stored and filed in line with policy and procedures.
8. Maintain records and relevant statistical data relating to the service and the compilation of statistical reports.
9. Complete archiving of files to company policy and process on a regular basis
10. Carry out and keep records of internal health and safety checks throughout the offices.
11. Daily management of data entry e.g. KPI/outcome information, sales and marketing details as required by the service liaising with internal management to escalate any anomalies.
12. Check and audit claim evidence from supply chain and internal delivery.
13. Collate and process monthly claims in a timely manner ensuring all claims are accurate.

14. Monitor and audit data capture systems (MPS) to ensure the recording of all contract performance monitoring and management information is effective to enable the production of reports, and statistics.
15. Operate a customer focused culture to designated standards of service, ensuring customer feedback is appropriately reported.
16. Monitor and coordinate accounting activities as appropriate, and preparing internal reports for management, escalating any anomalies as directed.
17. Process payments, raise PO numbers for invoices and liaise with head office to ensure payments are made promptly.
18. Undertake the marketing of the service to potential clients, identifying opportunities for additional income.
19. Maintain rapport with clients by ensuring continuity of contact, ensuring queries are escalated and resolved within a timely manner.
20. Maintain continuity of work operations by documenting and communicating needed actions to management; discovering irregularities; determining continuing needs.
21. This role may also involve the management of administrative and/or reception staff.
22. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
23. This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and

safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.