

JOB DESCRIPTION

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| Title: | Business Support Officer |
| Pay Band | £24,000 - £28,000 |
| Hours | Full Time, 37.5 hours per week |
| Date: | October 2023 |
| Responsible to: | Managing Director |
| Accountable to: | Managing Director/Executive Team |
| 1. Job Role/Purpose: | |
| <p>The Business Support Officer will support Modality LLP/Modality Medical Services/Pathfinder operational teams in the delivery of a high-quality business support function. The post holder will also support with the delivery of projects across the Business Development, HR, Governance and Operations teams</p> | |
| 2. Key Duties & Responsibilities: | |
| <ul style="list-style-type: none"> Supporting service clinical leads and Heads of Operations with day-to-day HR and governance implementation including; <ol style="list-style-type: none"> Return to work meetings for clinical staff Supporting formal sickness review meetings Recording of incidents and significant event analysis Coordination of responses to complaints Collation of clinical audits Coordinating MDT meetings Coordinating staff appraisals Monitoring and chasing mandatory training uptake Reviewing patient experience reports Supporting the Modality LLP Executive team with the coordination of meetings, including setting up meetings, note taking and organising hospitality, as required. Supporting recruiting managers in the recruitment process including the development of JD, adverts, posting vacancies and coordinating interviews. Supporting the implementation and monitoring of HR policies and procedures e.g. annual leave, sickness management etc. Maintaining staff databases including email distribution lists, NHS Futures staff database, Bluestream accounts etc. Leading the maintenance of the HR staff database and ensuring that all staff records are kept up-to-date i.e. professional registration, indemnity, immunisation history etc Support with CQC compliance activities e.g. auditing staff HR files, induction and training records, competency checklists and collecting appraisal and revalidation dates Monitoring staff mandatory training compliance and issuing reminders to staff/line managers as required Taking minutes for staff grievance meetings, capability and disciplinary hearings etc Monitoring the Modality LLP organisational email inbox, ensuring that emails are sent to the relevant teams and responded to in a timely manner Supporting staff onboarding and offboarding processes including the development of induction plans, organising IT requirements, issuing welcome letters and leading the implementation of the leavers checklist Working closely with the Modality Group central HR function to ensure that HR responsibilities | |

delivered locally/centrally are coordinated and that there is effective communication and close working between the teams

- Lead the delivery of Modality LLP's External Contractor Assurance process by implementing a system of annually reviewing all HR information held on HR files for clinicians working as contractors and escalating concerns to Clinical Leads and the Medical Director as required
- Supporting contractor queries e.g. IR35 and completing assessments for IR35 as required
- Advising on the application of the staff handbook, policies and contracts of employment
- Monitoring levels of sickness and absenteeism across Modality LLP, Pathfinder and Modality Medical Services and sharing this information with Line Managers on a regular basis
- Leading the organisational corporate induction programme by planning corporate induction meetings and scheduling new starters
- Support with the planning of in-house protected learning time events, staff awards and other staff events and co-ordinate activities.
- Supporting new clinicians with Responsible Officer (RO) connections as required and acting as a liaison point between the RO/clinicians to ensure the process is streamlined
- Leading the coordination and development of monthly staff newsletters by developing and implementing a newsletter schedule, collating stories and issuing the staff newsletter on a monthly basis
- Supporting the ongoing maintenance of the Modality LLP/Modality Medical Services/Pathfinder NHS Future workspaces by regularly reviewing content, creating new areas/forms and working with teams to ensure that all content remains relevant and up-to-date
- Deliver general office management duties as required
- Undertake any duties not listed above yet commensurate with the scope of the role as requested and appropriate.

NB: This job description outlines the key duties that are expected of you within the role although is not an exhaustive list. It may be amended in line with experience, business requirements and as a result of any future organisational change.

3. Other Responsibilities:

Health and Safety

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

Equality and Diversity

- To carry out at all times his/her responsibilities in line with the Modality Equal Opportunities Policy and Procedure.

Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the organisation, incorporating Risk Management and all other quality initiatives.

Confidentiality

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
- Participate in disaster planning and response.
- To work across Modality sites as required
- In light of national policy and due the needs of the business it may be necessary for the Partnership to

alter the opening hours of the organisation. This could incorporate different opening hours and weekend working which may affect when you are required

- to work. The postholder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

4. KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE:

- Educated to undergraduate level or able to demonstrate equivalent experience
- All round technical ability including a basic knowledge of NHS quality indicators and governance requirements (e.g. CQC, NICE, QOF)
- Relevant experience working within a similar field encompassing governance, compliance and HR responsibilities
- Evidence of a good understanding and experience of HR processes
- Understanding the context in which HR operates within the NHS/private healthcare

SKILLS:

- Good communication skills
- Good administrative skills efficient approach to work
- Ability to analyse and interpret clinical quality information
- Proficient in MS applications including Outlook, Excel and Word and other related software packages.
- Ability to work effectively with people at all levels of the organisation
- Highly organised and able to work to competing deadlines
- Quality focused

PERSONAL QUALITIES:

- Willingness to learn from others and share experience
- Willingness to actively participate in delivering training. Professional approach to work
- Logical and systematic in work processes
- Able to work well under pressure and deliver to tight timescales
- Ability to effectively deal with difficult situations.
- Strong work ethic as part of a team and working on own initiative
- Integrity and discretion when handling sensitive information
- Good telephone manner
- Strong team player
- Responsive and positive outlook
- Able to visit sites within the local area as required

STATEMENT:

This job description will be agreed between the jobholder and the Executive Board to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.

Post holder:

Manager:

Date: