

Ariennir gan / Funded by



Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board



Pembrokeshire  
and Carmarthen  
Sir Benfro  
a Chaerfyrddin

Darperir fel rhan o Gymorth Cynhwysol  
Delivered as part of Universal Support.

## Business Support Worker Job Description

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| <b>Job Title:</b>       | <b>Business Support Worker</b>   |
| <b>Salary:</b>          | <b>£14.67 per hour</b>   |
| <b>Hours:</b>           | <b>35 hours a week.<br/>There is the opportunity for Job Sharing for the<br/>right candidates.</b>                                   |
| <b>Start Date:</b>      | <b>Immediate Start</b>   |
| <b>Contract Length:</b> | <b>2 years</b>   |
| <b>Line Manager:</b>    | <b>Business Support Co-ordinator</b>   |
| <b>Location:</b>        | <b>Hybrid working, split between home and in local<br/>Mind centres in Haverfordwest, Pembroke Dock,<br/>Carmarthen, Ceredigion.</b> |

## **The Role of Business Support Worker**

To be the first point of contact and provide efficient technical and administrative support for Pembrokeshire and Carmarthen Mind. The post holder will be able to manage their own workload, prioritise tasks and work on their own initiative.

### **Your Responsibilities**

#### **General Administration**

##### **Be the first point of contact**

- Perform general administrative tasks such as answering phone calls, responding to emails, and managing referrals and correspondence.
- Assist in managing office calendars and coordinating one to one client appointments.
- To respond to correspondence, email, write and send out thank you letters for donations/complements received.
- Assist with the recruitment of staff, peer mentors, and volunteers providing relevant documents and administrative support in line with the recruitment checklist.
- Prepare Contracts and offer letters as well as Change in terms and condition letters.
- Create new employee records and maintain accurate and complete staff records within the HR system.
- Maintain personnel files for all employees, recording sickness, annual leave, and renewal of DBS checks.
- Undertake Disclosure and Barring Service (DBS) for new and existing employees.
- Undertake reference checks and right to work checks for new employees.
- Set up new E-Learning tasks for new and existing employees.
- Process incoming referrals.
- Ensure confidentiality, GDPR data protection and environmental procedure is embedded across teams.

- Undertake training as and when required.

## **ICT Administration**

- Administration and setting up of Microsoft 365 services. This includes Email addresses, Sharepoint, Teams and OneDrive.
- Creating user accounts and performing access control.
- The setting up of computers and their peripherals including hardware and software.
- Enforce security best practice to prevent cyber-attacks and security breaches ensuring proper and secure storage, back up and anti-virus precautions.
- To lead and support the organisation to gain Cyber Essentials Certification.
- Maintain accurate equipment inventory.

Any other task in line with the role and responsibilities as requested by line manager, Senior Team.

## **Person Specification**

### **Business Support Worker**

This Person Specification details the requirements we believe are essential and desirable to carry out the requirements of this role.

Applicants should use the Job Description and Person Specification to demonstrate how they meet these requirements, as the selection process for interview scores applicants against these criteria.

If an applicant is successful at interview, the offer of the role is dependent upon a DBS check and two references.

#### **Personal Attributes**

1. Person-centred
2. Encouraging
3. Motivational
4. Empowering
5. Non-judgemental
6. Flexible

#### **Essential Skills and Experience**

1. Knowledge and experience, of providing administrative support.
2. Excellent planning, organisational and administrative skills / Excellent ICT skills.
3. Qualifications at Level 3 in Business administration and / or Information Technology (IT)

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| 4. Able to maintain confidentiality when dealing with sensitive information.  |
| 5. Good understanding of confidentiality, data protection GDPR.   |
| 6. Excellent communication and interpersonal skills.  |
| 7. Ability to manage time and take responsibility for your own work and conduct and making yourself accountable.  |
| 8. Ability and willingness to work creatively and flexibly in response to organisational needs.   |
| 9. The ability to work on your own initiative and prioritise a demanding workload and deliver to targets.   |
| 10. The ability to work as an integrated team member.   |
| 11. Good literacy and numeracy skills.  |
| 12. The ability and willingness to work unsocial hours.   |
| 13. Willingness to make a positive contribution towards team meetings, individual support and development and, on an annual basis; Appraisal.   |
| 14. A demonstrable commitment to equality of opportunity and a positive approach to diversity.  |
| 15. The ability to provide your own transport and a clean driving licence is essential as the role involves travel across a large geographical area and will also require insurance for business use. |
| 16. Understanding of and commitment to local Mind's values, aims and objectives.  |
| 17. A demonstrable commitment to working alongside people with mental health problems or experience of mental health problems as colleagues.  |

## Desirable Skills and Experience

1. Qualifications relating to Business Administration / Information Technology (IT).
2. Experience of working in the Voluntary Sector.
3. A good understanding of health and safety relating to the remit of the role.
4. The ability to communicate in Welsh.