



# Service Delivery Support Officer Job Description

## Job Description

Job Title: Service Delivery Support Officer  
Hours: 37.5 hours per week  
Tenure: Permanent  
Reports to: Director of Service Delivery  
Based at: Glover Street

## Summary

The main responsibility of the role is to provide support to the Director of Service Delivery and the Operations Manager, whilst also supporting key staff members within the wider Operations Team.

## Key Accountabilities

Other responsibilities:

- To provide comprehensive administrative support to the Director of Service Delivery and where necessary provide an interface between staff and management to facilitate good and productive working relationships, acting with appropriate discretion when dealing with sensitive and difficult issues.
- Regularly update on activities.
- To monitor and where appropriate action the Director of Service Delivery and Operations Manager's correspondence, proactively planning and preparing work for both, including:-
  - Dealing with enquiries and requests via email and telephone, taking messages and taking action where appropriate.
  - Organising and attending meetings and minute taking.
  - Agenda and minute preparation, collation and distribution of documentation prior to meetings – organise and keep records of meetings & activities.
  - Liaising as appropriate with Directors, Managers, and external bodies e.g. CCGs, UHUK, other providers.
  - Follow-up outstanding actions with Directors and Managers.
- Devising and maintaining office systems, including data management and filing.
- Diary management – organising and maintaining diaries and arranging meetings, catering and travel and accommodation arrangements (where necessary).
- Carry out research and administration support for Project Work such as IGSoC (Information Governance Statement of Compliance). Produce, monitor and update IGSoC action plans. Gather and compile information and reports.
- Collating daily shift report actions for distribution to relevant team members for action.
- Management of company policies and procedures, ensuring they are regularly reviewed and updated by the appropriate owners and accessible to staff in a timely manner.
- Maintenance and administration of the Badger website and internal file-sharing platforms and involvement in the development of future website projects.
- Support preparation and writing of reports, newsletters and other documents to keep staff informed of important changes within the company.

- Ensure the internal communications system is up-to-date and accurate and agency details are kept up-to-date .
- Develop and produce a variety of information booklets for staff, including; bank holiday information, clinician’s information, receptionist information, chemist booklet, site manuals, on call managers manual and Business Continuity Plan.
- Monitoring and recording the operations team annual leave.
- Supporting the Operations Team with administration support where required.

#### Relationship to other roles

Accountability is to the Director of Service Delivery

#### Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

#### Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

#### Pre-Employment Health Check

The appointment will be subject to a satisfactory Pre-Employment Health Check.

***The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation***

## Service Delivery Support Officer Person Specification

Criteria	Essential	Desirable
Education/Qualification	Able to demonstrate a good general level of education to include a minimum of 3 GCSEs or equivalent, including English and Maths	Project management qualification or experience
Skills/Abilities	<p>Ability to work as part of a multi-disciplinary team and establish good working relationships at all levels.</p> <p>Excellent organisational skills.</p> <p>Experience of carrying out admin tasks (i.e. taking minutes; drafting reports / documents).</p> <p>Ability to prioritise, multi-task and manage own and others workload.</p> <p>Ability to work and act on own initiative.</p> <p>Good interpersonal skills with the ability to demonstrate excellent communication skills both orally and written at all levels.</p> <p>Ability to develop effective administration and support systems.</p> <p>Able to work in a pressured environment ensuring attention to detail is maintained and meet agreed deadlines</p> <p>Advanced IT Skills in MS Office including Word, Excel, PowerPoint, Outlook.</p> <p>Ability to manage website content and information sharing systems.</p>	<p>MS Publisher</p> <p>MS Visio</p>
Relevant experience	<p>Previous experience of working in a similar role for a minimum of 2 years.</p> <p>Appropriate level of data protection, security awareness and confidentiality awareness.</p> <p>Experience of devising and maintaining office systems</p> <p>Experience of taking accurate notes at meetings.</p> <p>Experience of inbox and diary management.</p>	<p>Worked in Health Service or similar environment</p> <p>Experience of undertaking projects</p>
Knowledge	<p>Advanced knowledge of Microsoft Word, Excel, Powerpoint and Outlook.</p> <p>Understanding of Confidentiality/Information Governance</p>	<p>Basic knowledge of MS Access. Knowledge of patient/customer databases.</p>
Personal Qualities	<p>Able to communicate at all levels within and outside the organisation.</p> <p>Willing to work flexibly</p> <p>Team player</p>	