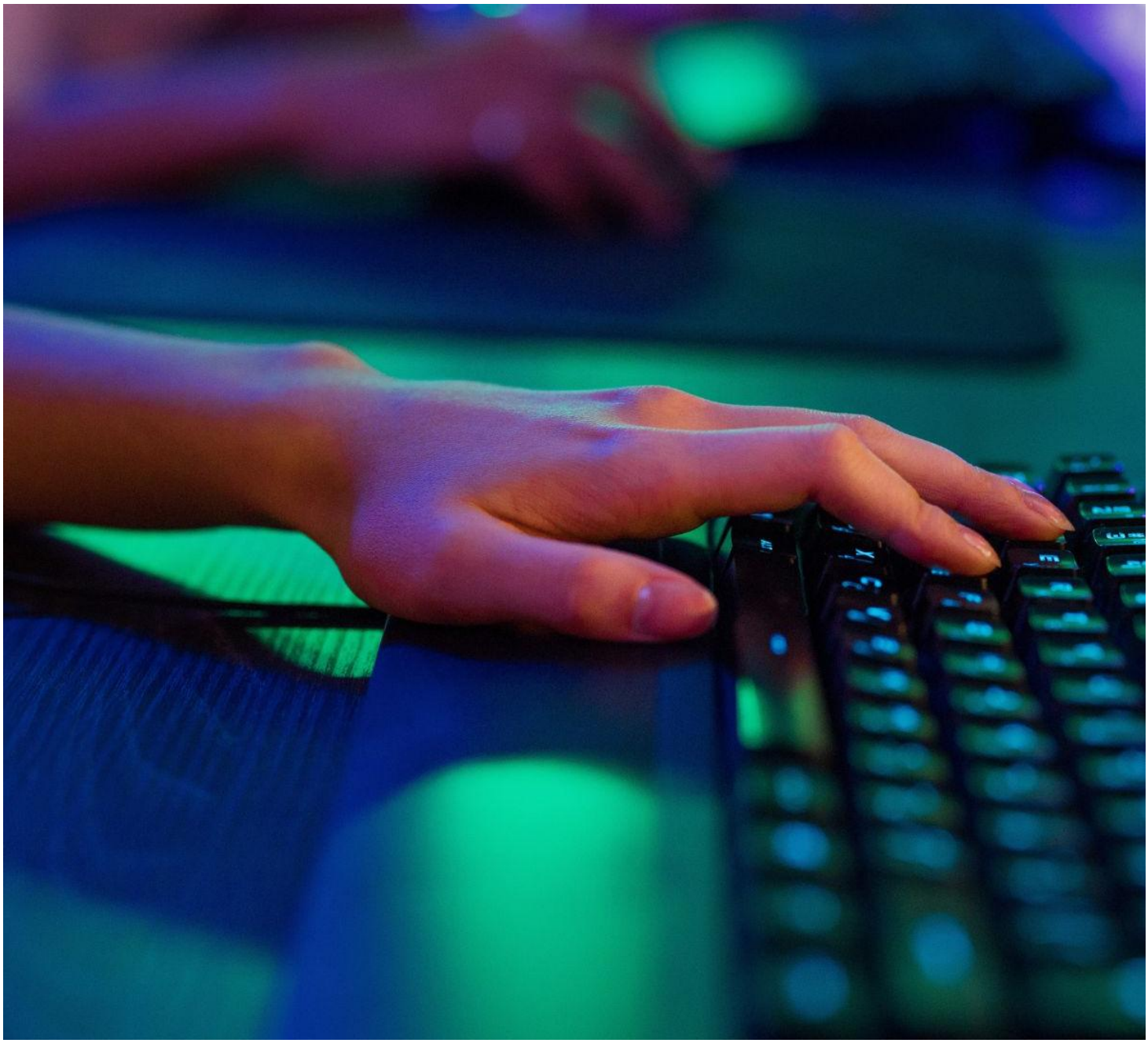
Information Pack

Business Support Officer

(Medlock Court)



Introduction

An introduction to the MioCare Group

Hello, and thank you for downloading this Information Pack.

Through our various services, MioCare provides care and support to people whilst promoting independence, choice and wellbeing. Created as a provider by Oldham Council in 2013, our ambition is to set a high standard for quality of care.

We can only deliver outstanding care and support with the right team in place. We seek to create a working environment where people feel supported, can thrive and deliver care and support that they are genuinely proud of. That's our aim, and if you think it's a good one then we'd love for you to apply for a role at MioCare.

Our new **#FutureFocus** strategy sets out the Group's objectives, with a primary focus on delivering high-quality outcomes and making effective use of our resources. As a Community Interest Company, any value and surpluses created are reinvested to improve services, develop and support staff and enrich the communities served.

Our mission of ***'supporting people to get the most out of life'*** remains the same, and having spent time engaging with people we support, our workforce and partners we are delighted to present some refreshed values and strategic pillars…

Our values: Inclusive → Dedicated → Collaborative → Aspirational

Our pillars:

1. Outstanding care
2. Workforce as a strategic asset
3. Service model evolution
4. Growth-driven financial sustainability
5. Digital and data-enabled care

You can read more about the pillars on the next page.

With over 600 employees across the Group, we pride ourselves on being an ethical and caring organisation, ensuring people are supported and rewarded appropriately. We are an accredited **Employer of Choice** and an **Oldham Living Wage** employer. We also hold a **Bronze Award from the Defence Employer Recognition Scheme**.

Thanks again for taking the time to read this and we are looking forward to receiving an application from you!



Adrian McCourt
Interim Managing Director – MioCare Group

#FutureFocus

Our 5 strategic pillars

1 Outstanding care

To move beyond great, person-centred care as our baseline to become a sector-leading organisation shaped by the people we support, our workforce, and our partners.

2 Workforce as a strategic asset

To ensure MioCare has a confident, capable and engaged workforce that can deliver outstanding care, adapt to change and support growth.

3 Service model evolution

To ensure MioCare's service models continuously adapt to current and future needs, remain outcomes-focused and deliver best-in-class practice.

4 Growth-driven financial sustainability

To generate sufficient, sustainable surplus to enable investment, resilience, autonomy and improved outcomes for the people we support.

5 Digital and data-enabled care

To use digital systems, data and insight to support better decisions, improve productivity and enable more personalised, effective care.



Our Commitment To Equality, Diversity and Inclusion

As a local authority-owned Community Interest Company (CIC) we both support and adhere to Oldham Council's 'Building a Fairer Oldham' Equality, Diversity and Inclusion Strategy.

Our vision is to create a place where people understand, respect and celebrate each other's difference. We are committed to creating a place that values and celebrates our differences while promoting equal opportunities for all.

At MioCare, we are passionate about equality, diversity and inclusion. We want to do more and have a deep sense of pride in challenging inequality in all its forms.

We have our own policies and procedures too, alongside an Equality, Diversity and Inclusion Together (EDIT) steering group and regular opportunity for reflection, feedback and celebration across the Group through in-person events, regular appraisals and supervision, workforce surveys and online communications.



Our Staff Benefits

The MioCare Group has a wide-ranging additional benefits package for staff, including…

Health and wellbeing

- Wellbeing activity programme
- Employee Assistance Programme (EAP)
- Occupational Health
- Wellbeing-focussed performance conversations
- Health cash plans
- Discounted gym membership

Flexibility

- Annual leave purchase scheme

Skills development

- Comprehensive induction programme
- Opportunities for continued professional development

Reward and recognition

- MioCare Staff Awards

Financial wellbeing

- Competitive pay rates
- Pension scheme
- Paid sickness absence
- Life insurance (3 x annual salary)

Staff offers

- Exclusive staff retail and leisure discount scheme

Lifestyle Savings

Explore a huge range of instant discounts to help you save money across hundreds of the UK's favourite high-street and online retailers

Support & Wellbeing

Access expert help and support for life's ups and downs 24/7, 365 days a year

A Great Place To Work

Introducing some MioCare Group employees who would like to tell you about the Group and their role within it…

As a Business Support Officer you'll be an integral part of that team and service, which enables people to live independently in their own homes. Each day will be different but equally as fulfilling.



Laurie
Business Support Officer

I love working for the MioCare Group. My teammates are supportive and friendly and working in our Central Services means I get to work with a lot of smiley people who show dedication and care in all that they do.



Zaida
Quality and Improvement Officer

If you have any questions during the application process, please don't hesitate to be in touch with the Catherine Walsh (Resource Manager – Medlock Court), for an informal chat.



You can contact Catherine via email or telephone:

Email: Catherine.Walsh@oldham.gov.uk | Phone: 0161 770 5081

Please continue for full Role Profile, Person Specification and Terms and Conditions

Role Profile

Role	**Business Support Officer (Medlock Court)**
Salary	Grade 2; From £13.18 per hour
Status	Permanent
Hours	30 hours per week

Why do we need a Business Support Officer?

To provide high-quality business support services and administrative support to the MioCare Group. You will represent the organisation with professionalism, efficiency and initiative to ensure the effective delivery of services to colleagues, people we support and visitors.

Who you will work with

Line Manager:	Resource Manager
Other:	Colleagues, visitors, people we support and their families, partner agencies

What you can expect as a Business Support Officer

Key Tasks

- Produce information in different formats, including letters, reports, charts, maps and tables, and undertake mail-merges, using branded templates where applicable.
- Maintain effective and efficient office and information systems, including compliance with external requirements where necessary.
- Type and produce presentations and to format existing presentation.

General Tasks – Document and Data Management

- Enter data into systems, including checks for completeness and correctness of information before inputting.
- Design straightforward spreadsheets including the inputting of basic formulae.
- Manipulate data within systems and run reports (including exception reports), analyse and correct errors as appropriate.
- Undertake filing, both paper and computerised, and coordinate the archiving of documents and information according to the company's Data Retention Policy.

General Tasks – Financial Resources

- Provide financial and statistical information to others.
- Order goods and services, raise and process purchase orders, cheques and invoices as directed using Oldham Council's financial management system.
- Take and record payments and issue receipts, including the processing of online payments. Balance and reconcile payments, and bank monies, as necessary.
- Investigate and resolve straightforward financial queries using appropriate procedures and processes.

General Tasks – Customer Relations (Internal and External)

- Effectively handle a variety of queries, on the telephone and in person, which may require investigation and later responding to enquiries, or require escalation to another team member or section. This could include receiving and recording complaints.
- Undertake reception duties, including welcoming and escorting visitors.
- Exchange varied information with a range of audiences, including the public.

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What you can expect as a Business Support Officer (continued)

General Tasks – Meetings and Events

- Organise and set-up meeting rooms/venues for events and any associated equipment, plus order refreshments where appropriate in line with service offer.
- Coordinate suitable meeting dates for a small number of attendees, where requested, including arranging car park spaces at designated locations for meeting attendees.
- Prepare agendas including standing items and request items from others.
- Take informal and formal minutes as required, and record action points.
- Make business travel and accommodation arrangements, as instructed, and in line with company guidelines.
- Maintain schedules of meetings, reviews and events.

General Tasks – Physical Resources

- Order supplies, e.g. repeat orders and standard items, to maintain sufficient stock levels, checking deliveries for completeness.
- Obtain, issue and record equipment and resources as part of a booking system.
- Carry out basic maintenance of office equipment, including replenishing paper and changing toners, reporting faults on equipment, furnishings and fittings to the relevant person, as necessary.
- Order printing of documents by external providers as directed.
- Organise office areas, maintaining records in an organised and structured manner.

General Tasks – General Clerical Duties

- Undertake a variety of administrative and clerical tasks, such as dealing with post, assisting with bulk mail outs, photocopying and scanning documents, etc.

General Tasks – Demonstration of Own Duties

- Undertake demonstration of own duties to others.

Standard Duties

- To actively promote the equality and diversity agenda in the workplace and in-service delivery.
- To uphold and implement policies and procedures of the company, including customer care, data protection, finance, ICT, safeguarding and health and safety policies.
- To actively engage with the behaviours and values of the company.
- To adhere to the relevant quality standards.
- To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
- Undertake any additional duties commensurate with the level of the post.
- Suggest areas for service and process improvement.

(Continue to next page for Person Specification)

Person Specification

Areas of knowledge and expertise that matter most for this role		
Selection Criteria	**Essential**	**Desirable**
Your education and qualifications	Sufficient literacy and numeracy to undertake the tasks and duties of the role.	NVQ2 in Business Administration or equivalent.
Your experience	Experience of using computer packages for word-processing, spreadsheets and databases, plus using the internet and sending / receiving emails. Experience of undertaking a range of administration and clerical tasks. Experience of following instructions, procedures, processes and/or policies, including financial procedures.	Experience of using Windows Operating System and Microsoft Office software/apps.
Your skills and abilities	Customer service skills to deliver polite, courteous and efficient service to colleagues, partners and people we support. Organisational skills to complete tasks to deadlines, re-prioritising own work if necessary. Team working skills to work effectively with others to meet deadlines and complete work to the required standard. Problem solving skills to interpret information/situations and solve straightforward problems. Able to produce work to required standards without close supervision.	-
Your knowledge	Understanding of data protection issues and the need to keep person data secure and confidential. Understanding of why safeguarding is important when working with children, young people and vulnerable adults.	-
Your personal attributes	Able to work flexibly to meet the needs of the service including at different locations and out of normal office hours if necessary and maintaining a rota within the service.	-

(Continue to next page for Terms and Conditions)

Terms and Conditions

Job Title:	Business Support Officer
Service:	Residential Reablement Service
Contract:	Permanent
Base:	Medlock Court, Medlock Way, Lees, OL4 3LD
Hours:	30 hours per week
Salary:	Grade 2; From £13.18 per hour
Holidays:	Annual entitlement is 25 days plus Bank Holidays (pro-rata) The holiday year runs 1st April – 31st March.
Pension:	A 6% employer pension contribution payable by the company into the company's pension scheme. This is dependent on a minimum employee contribution.