

Business Support Officer Job Description

ROLE TITLE: Business Support Officer	REPORTS TO: Chief Officer
ROLE PURPOSE: The Business Support Officer is responsible for the overall office administration and streamlined functioning of CPSY including communications and LPC finances..	

Key Elements	Key Activities
Business Focus and Efficiencies	<ul style="list-style-type: none"> Maintain records of all pharmacy contractors (and where appropriate their teams) represented by CPSY. Maintain records of all stakeholders in relation to CPSY. Take responsibility for managing the events calendar for CPSY and that it is appropriately communicated. Take responsibility for communication with pharmaceutical companies and political figures/organisation. Take responsibility for supporting the planning of promotional and marketing campaigns including social media in consultation with the team supported by CPSY for engagement with the general public, political figures and organisations, community pharmacy contractors and stakeholders. Support the Chief Officer and Treasurer in the day to day running of LPC finances. Support the Chief Officer in undertaking all HR administration. Take responsibility for CPSY Committee meeting administration and all associated, agenda, actions and papers. Take responsibility for supporting other meeting administration as directed. Take responsibility for statutory responsibilities including Health and Safety, Insurance requirements and Data Protection as directed by the Responsible Officer. Take responsibility for ensuring that office administration is operated as cost effectively as possible. Attend conferences and meetings as necessary. Keep all CPSY systems and data up to date and fit for purpose. Deal with all routine and specific correspondence on behalf of CPSY. Keep abreast of changes in pharmacy and understand what is happening locally. Ensure that operational standards are communicated effectively and understood by all. Act on CPSY decisions at the direction of the Chief Officer or CPSY. Undertake or delegate appropriately all administration related to CPSY.
Contractor Focus and Relationship Building	<ul style="list-style-type: none"> Support all other team members. Manage any processes and the needs of the community pharmacy contractors where appropriate. Ensure that strong relationships are built with contractors, stakeholders, community pharmacies and their teams. Be responsible for communications with contractor queries dealing with them in a timely way. Support with all training and education meetings/events.

<p>Building Relationships and Delivery Focus</p>	<ul style="list-style-type: none"> • Act as the face of CPSY being the first point of contact for all queries. • Lead on communications between CPSY and community pharmacy teams by way of newsletters or other methods including electronic media. • Prepare press releases and be the key point of contact for all media queries and requests. • Manage and maintain office filing and record management system whilst also providing any necessary administrative support including diary management to other members of the team where required. • Take responsibility for keeping the website and social media up-to-date considering the different needs of the audiences accessing it. • Assist in event administrative tasks associated with CPSY events including preparing paperwork, taking and monitoring bookings, developing a delegate and attendance list and any other tasks as required. • Communicate with contractors in a timely manner. • Organise social media strategies such as Facebook and Twitter and ensuring these are kept up to date and relevant.
<p>Team Working and Relationship Building</p>	<ul style="list-style-type: none"> • Actively participate in an open and supportive team environment. • Regularly request constructive feedback. • Respond to opportunities for development of self. • Develop relationships with contractors and stakeholders as appropriate. • Support and work with others to ensure communications to all is maintained at an optimum level.
<p>Supporting a High Performing Organisation</p>	<ul style="list-style-type: none"> • Take responsibility for supporting the Chief Officer to prepare the annual report and AGM and any other CPSY governance requirements. • Develop strong and harmonious relationships both internally and externally thereby producing a high level of performance. • Flexibility to travel to meetings and other locations in order to fulfil the requirements of the post. • Undertake all tasks requested by the Chief Officer and Chair.
<p>Other</p>	<ul style="list-style-type: none"> • Ensure confidentiality of information concerning contractors and employees in accordance with GDPR. • Ensure that statutory requirements are adhered to. • Carry out other duties commensurate with the post as required or directed by the Chief Officer or the Chair. • Comply with all CPSY rules and regulations, policies and procedures. • Participate in an appraisal and regular meetings with line manager. • Discharge all responsibilities in accordance with CPSY policies, including Health and Safety, Equal Opportunities, Data Protection, email and internet policies.

Key Contacts	
External <ul style="list-style-type: none">• External customers (eg. contractors, surgeries)• Local and national health and care organisations• Pharmaceutical companies• Contracted organisations (eg. IT, landlord)• MPs and local councillors• Media	Internal <ul style="list-style-type: none">• Other employees• CPSY members

Essential role related knowledge, skills, qualifications and experience required

Person Specification		
Criteria	Essential	Desirable
Education/Training/Qualifications	<ul style="list-style-type: none"> • Minimum of 2 years' experience in a similar role. • Graduate calibre or equivalent experience. • IT literate. 	<ul style="list-style-type: none"> • Formal qualification. • Competent in media and social media skills.
Experience	<ul style="list-style-type: none"> • Ability to provide efficient and effective administrative support • Experience of writing reports and taking concise and accurate minutes. • Clear communicator both verbal and written. • Experience of working as part of a team. • Ability to compose correspondence on standard issues. 	<ul style="list-style-type: none"> • Proven relationship building. • Experience of project management. • Media and social media skills.
Knowledge	<ul style="list-style-type: none"> • Good understanding of IT including proficient use of web technology and all MS office applications: Word, Excel and PowerPoint. • Good knowledge of operating efficient office systems and governance. 	<ul style="list-style-type: none"> • Understands the health and care landscape. • General knowledge of community pharmacy and its governing bodies.
Personal attributes and other requirements	<ul style="list-style-type: none"> • Reliable, organised with attention to detail. • Ability to take initiative and to engage with key contacts. • Team player. • Ability to prioritise workload. • Displays integrity and respect for others. • Accepts accountability for performance. 	<ul style="list-style-type: none"> • Ability to request and accept feedback. • Ability to develop and retain expertise in a demanding environment.
Mobility	<ul style="list-style-type: none"> • Own transport. 	