

## **The Sheffield Royal Society for the Blind**

### **Job Description – Business Support Officer**

**Hours:** 37½ hours per week, 8:30am to 4:30pm, Monday to Friday, ½ hour for lunch.

**Salary:** Negotiable subject to relevant skills and experience.

#### **Background Information:**

Sheffield Royal Society for the Blind provides a range of services and facilities to support people with sight loss in Sheffield and people with sight loss and/or hearing loss in Rotherham. Our services in Rotherham are delivered under the name of Rotherham Sight & Sound. Our overarching aim is to promote people's independence through advice and subsequent referral to other services, both our own and other agencies. Our own services are structured around the principle of building confidence through social and leisure activities as well as the provision of specialist equipment, technology training and support to gain/retain employment.

Initially reporting to the General Manager, the successful applicant will attend to the "back office" administration primarily associated with contact with our clients, although there will be other general administration tasks to attend to. Comprehensive vocational training will be given.

#### **Duties & Responsibilities:**

Generally to offer administrative support to other staff and input data on our CRM database system, currently Goldmine but due to be upgraded to Microsoft Dynamics 365 within the next 6 months.

- 1) Receive referrals from a variety of sources and record on our system for both new and existing clients.
- 2) Allocate work to our team of Community Advice Officers.
- 3) Where appropriate, submit copies of assessments to Social Services.
- 4) Support staff and clients with applications for Disabled Person's Parking Permits (Blue Badge) and Disabled Person's Travel Pass (Bus Pass).
- 5) Process reports from the database and other software.
- 6) Answer telephone enquiries from clients and other professionals.
- 7) Contribute to the production of our quarterly newsletters.
- 8) Other ad-hoc duties as may be required from time to time.

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**Person Specification**

E = Essential Requirement  
D = Desirable Requirement

<b>Experience and Qualifications</b>	<b>E or D</b>
Experience in a similar role	E
Experience of person-centred planning and assessment of need	D
Experience of producing written and electronic based reports	D
Experience of working in the field of sensory impairment	D
Commitment to own continuing professional development and attendance at further training	E
<b>Skills and Abilities</b>	
Ability to communicate clearly and effectively in a structured way with a range of individuals, both verbally and in writing	E
Ability to communicate with staff in a professional manner - to develop and maintain appropriate positive relationships with clients, their families and outside agencies	E
Extremely IT literate and competent in the use of Microsoft Office software including Word, Excel and Outlook, or equivalent	E
Experience using CRM (database) software (this is currently Goldmine but due to be upgraded to Microsoft Dynamics over the course of the next 6 months)	E
Ability to work on own initiative and liaise with colleagues as and when required	E
Ability to prioritise and manage own workload	E

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<b>Qualities and Competencies</b>	
Self motivated	E
Personal commitment to equal opportunities and anti-discriminatory practices	E
Conscientious and thorough in record keeping, data collection and data protection to support service delivery and development	E
<b>Other Requirements</b>	
Ability to travel for events such as training, forums etc	E
Appointment is subject to an Enhanced DBS check and satisfactory references, including a reference from your current/most recent employer	E

**All Staff are required to:**

Understand and comply with all relevant legislation and SRSB's policies and procedures, including data protection, safeguarding and health & safety. Confidentiality of information relating to clients, volunteers and staff is of paramount importance.

To bring to the attention of the General Manager any serious problems or areas of concern

Work as part of a team for the benefit of our clients. Staff are expected to be conscientious, adaptable and flexible in their duties.

Actively promote the work of SRSB as an independent charity for the provision of help, support and provision of services in various forms for the benefit of our clients.

Undertake appropriate training as and when required, some of which will be Health & Safety related and some of which will be skills related.

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**Benefits:**

Life Assurance

All staff are covered under a life assurance policy for twice their annual salary.

Pension

You will be auto enrolled in SRSB's staff pension scheme immediately and contribute 1% of your gross earnings (plus employer contribution 1%). This percentage is due to increase to 3% employee (employer 2%) in April 2018 and 5% employee (employer 3%) in April 2019, subject to the government not deferring these increases. If you wish to contribute over and above this percentage you may do so, but SRSB will not match this extra contribution. This is a 'money purchase' scheme and is contracted in to SERPS.

Holidays

23 days per annum plus 9 days statutory/customary holidays. 3 days must be reserved for the Christmas/New Year shutdown. Additional holiday entitlement starts to accrue after 3 years' service. Our holiday year is 1st January to 31st December, holiday entitlement accruing pro-rata throughout the year.