

# Business Support Officer

## Job description

Together we are help and hope for everyone living with dementia



# Who we are

**Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.**

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

**Together with our supporters, we're working towards a world where dementia no longer devastates lives.**

# Our values

**Our values tell everyone who we are as an organisation.**

**Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.**

**Our values are evident in everything we do, how we do it and how we work together.**

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



## **Determined to make a difference**

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



## **Trusted expert**

We're listening, we're learning and we use experience and evidence.



## **Better together**

We're open, we combine our strengths and we achieve more together.



## **Compassionate**

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

# Business Support Officer

## Position in the organisation

Reports to the Business Support Team Leader

Member of our Business Support team.

Part of our Dementia Support and Partnerships directorate.

## Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Business Support team provides a high quality, flexible and effective business support to Dementia Support and Partnerships teams. We aim to deliver an excellent experience for everyone who comes into contact with us by providing a professional first point of contact which is backed up by an efficient and effective administrative service.

The Business Support Officer is responsible for delivering this aim and will ensure that Society wide information systems and processes are followed consistently. They will work closely with other teams to ensure a seamless, integrated service to support Dementia Support and Partnerships functions.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

## Key accountabilities and responsibilities

- Assist with the collection, retrieval and analysis of data for the Society's management information systems across the area including but not limited to People plus and CRS, including inputting and running reports where appropriate.
- Provide virtual support for internal and external meetings, teleconferences, conferences and events, organising venues or online platforms, circulating agendas and taking and circulating minutes as required.
- Provide support for internal training delivery including setting up webinars and Zoom meetings.
- Create content for presentations and format reports for internal and external use.
- Manage the administration of Zoom accounts and Microsoft Teams channels.
- Responsible for the purchase of stationery and other supplies for employees and volunteers.
- Provide support for the annual business planning and monitoring processes.
- Maintain efficient manual and electronic filing and information systems, ensuring that files are up to date with particular regard to the Data Protection Act.

- Ensure all Information Governance guidance is followed in particular Alzheimer's Society's Retention and Disposal Schedule.
- Support content authorship on Arena
- Provide project and administrative support across multi-functional teams
- Proof-read and edit letters, documents to ensure compliance with branding guidelines and house style.
- Support validation and testing of IT systems.
- Support local services with Commissioner reports.

## We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

## Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
GCSE level qualification, appropriate administrative qualification, or equivalent business administration experience	A/I
demonstrable experience of using IT systems	A/I
An understanding of good practice in customer care	A/I
Experience of creating, developing and implementing office systems and procedures	A/I
Significant experience of using MS Excel, MS Word, MS Outlook and MS PowerPoint and use of databases (both data entry and reporting	A/I
Experience of developing and managing electronic filing systems	A/I
Knowledge of relevant legislation including Health & Safety regulations and Data Protection	A/I
An understanding of the needs of people with dementia and their carers	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Non-judgemental communication	A/I
Commitment to and understanding of equal opportunities	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	A/I
Open to new ways of working, learning new tasks and skills as required	A/I

*Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)*

# Our benefits



## Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



## Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



## Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



## Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



## Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



## Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave