



Business Support Officer (WW)

Job Description

The following information is designed to help Diverse Cymru staff and those people considering joining Diverse Cymru to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
2. Diverse Cymru is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.
3. Diverse Cymru is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Salary: £17,802

Hours: 37 hours per week, flexi time policy
operates 28 days annual leave plus public holidays

Reporting to: Direct Payments Manager/Assistant Direct Payments Manager

Based in: Office Based (Carmarthen)

Prime Objectives of the Post:

- To undertake certain aspects of work relating to the administration and day-to-day activities of the Direct Payments Team.
- To undertake all work in written and spoken Welsh, depending upon the needs of service users, Personal Assistants (Pas), external callers and stakeholders. **Please note that standardised Welsh must be used in order to accommodate both North and South dialects.**

Training:

- The post holder will receive relevant training in Diverse Cymru Direct Payments Payroll and Managed Banking System

All references to Managed Accounts/Scheme will include references to Managed Banking System/Software (and vice versa) currently operated by Diverse Cymru

Supervisory Responsibilities:

- None

Supervision and Guidance:

- Reports in the first instance to the Assistant Direct Payments Manager (ADPM)
- Will work closely with the PA Training and Service User Involvement Officer and the Communication, Information and Outreach Officer
- Will work closely with other Direct Payments (DP) Team members

Range of Decision-making:

- Will be required to exercise a high degree of professional judgement, consistency and objectivity in relation to providing information to DP clients

Responsibility for Assets, Materials etc:

- Responsible for data collected in pursuit of the above objectives
- Access to paper/computerised records containing clients' personal and financial information, in accordance with relevant data protection requirements
- General responsibility for all equipment and furniture belonging to Diverse Cymru in the post-holder's work space

Contacts:

Operational and strategic contact with:

- Service providers and service users
- Agencies involved in related information and support services

Range Of Duties:**Administration: Assisting with the smooth operation of daily****DP-related tasks**

- Answering all telephone calls, transferring the caller to the appropriate Independent Living Advisor (ILA) or Senior ILA or taking detailed and informative messages to enable them return calls.
- Providing administrative support to the PA Training and Service User Involvement Officer and the Communications, Information and Outreach Officer, where needed.
- Assisting with managing volunteer programmes, support and enquiries and training of training of volunteers when required.
- Recording, distributing and maintaining accurate minutes of all team meetings .
- Ordering stationery for the DP team
- Organising and filing DP related documents in appropriate filing system
- Assisting with general administrative work (creating starter packs and information leaflets)
- Dealing with DP post and distributing to ILAs where necessary
- Dealing with PA application forms and queries
- Undertake any DBS applications and related work as required
- Providing advice to PA applicants on the documentation needed for a DBS check
- Contacting Pas who have failed to attend a DBS check and rearranging appointments
- Assisting with arranging PA interviews
- Monitoring and maintaining an organised filing system
- Provide translations for Welsh language documents as required, where no detailed legal information is included

Payroll and managed banking service: To ensure the smooth operation of the Direct Payments payroll and managed banking service using our bespoke payroll and managed banking software environment for pay details, calculations, deductions, and all managed banking tasks.

- Independently operate the Payroll System and produce payslips/reports for each allocated Service User (Employer).
- Act as a Payroll Agent for the Service Users and complete all HMRC online filing, keeping copies of forms on the software environment.
- Liaise with Service Users to collect timesheet information, including hours, annual leave, and other information when required.
- Undertake all necessary processing of Direct Payments Service User payments received from Direct Payments service users
- Refer any ongoing budget or support queries from allocated Service users, to the West Wales referral email address.
- Provide regular income and expenditure statements to service users and authorised Council Officers, as may be requested.
- Liaise with Council Staff and Finance Officers in relation to variations, anomalies and changes in income and expenditure.

Cover:

With the assistance of the Direct Payments Team:

- Providing all support as may be required in the operation of the Payroll and Managed Accounts system in the absence of the Payroll and Managed Accounts Officer and/or as directed by the Direct Payments Manager, ADPM and/or Senior ILAs, including:
- Using the Online DP managed banking system to undertake all necessary processing of DP Service User payments spreadsheets received from the 3 West Wales Counties and/or DP service users
- Covering aspects of the ILA's role where/if required to cover long-term absences such as Sick Leave or Maternity / Paternity /Adoption Leave.
- Attending and participating in conferences and training events in connection with Direct Payments.
- Liaising with social workers to promote Direct Payments
- Assisting with drafting job descriptions of Personal Assistants (PAs)
- Providing information on pay structure and support with budgeting for employer's costs
- Arranging DBS checks for PAs
- Assisting with drafting and placing of job adverts

- Responding to enquiries, accepting and forwarding returned application forms from prospective Pa
- Supporting and assisting in interviewing Pas (where required)
- Providing ongoing support and assistance to the 3 West Wales Counties Finance Officers in addressing any recommendations following financial audits of the PA Employer.
- Finalising recruitment arrangements by assisting with
 - Checking of references
 - Establishing terms and conditions of employment
 - Drafting employment contracts and job descriptions for Pas
- Ongoing support of the PA Employer
- Providing information about and assisting PA Employers to set up good record keeping and financial management systems through home visits and training days.
- Collecting details of PA hours from PA Employers and forwarding these to Payroll and Managed Accounts Officer on an ongoing basis
- Providing up-to-date information and explanation of employment law, tax and National Insurance requirements, health and safety and community care legislation.
- Providing assistance and support to PA Employers, regarding management of PA's including training and resolving disputes.
- Developing knowledge of and links with other support agencies and being able to refer PA Employers to them as appropriate.
- Liaising with local media on advertising for people interested in PA work, maintaining a current list of people interested in PA work and sending application forms accordingly for posts.

Additional Responsibilities

- Providing cover for the Senior Direct Payments Payroll and Managed Accounts Officer.
- Undertaking, if agreed, a PA training role.
- Undertaking any administrative tasks related to the above duties.
- Recording and maintaining written records following attendance or participation at any external events or meetings; detailing the nature of the event, its organiser(s) and identifying any networking opportunities.

The Business Support Officer will also be required to undertake any other duties as required, which are appropriate to the work of Diverse Cymru, which are commensurate with the responsibility levels of the post and bearing in mind the developing nature of the service.