

### What we are looking for...

We are seeking a Business Support Officer to support the delivery of agile services that make a real and measurable difference for children and young people.

We are a not-for-profit organisation, providing flexible and tailored speech, language and communication related services which invest in the diverse communities we serve.

For this post, we welcome applicants who are motivated to support children and young people with speech, language and communication needs, through the application of their business and administration skills.

### Here's a flavour of what it's like to work within Communicate. These quotes are from current team members:

*"Manageable caseload with opportunity to provide high quality therapy"; "Feels good to deliver intervention and review regularly to see high impact"; "Supporting children from start to finish so they are making a difference"; "I like influencing service delivery"* **Team member 2022**

**Communicate's Leadership is...**  
*"Consistently approachable, supportive and are always doing the best for everybody and service users"*  
**Team member 2021**

*"I have NEVER worked for a company that is so fair, considerate, and passionate about caring for their employees (and I've been around a bit)"* **Team member 2022**

**Communicate's Leadership is...** *"A pleasure to work for"; "I feel that the management and the Communicate Team are very supportive, organised and forward thinking"* **Team member 2021**

We welcome applicants who share our mission, vision and values and who are committed to working with others.

**t:** 01253 462123

**e:** [enquire@communicate-slt.org.uk](mailto:enquire@communicate-slt.org.uk)

**w:** [communicate-slt.org.uk](http://communicate-slt.org.uk)

**t:** @communicateSLT    **f:** CommunicateSLtCIC

Registered Office: Lancaster House, Amy Johnson Way, Blackpool, FY4 2RP

Communicate SLT CIC is registered in England and Wales as a Company Limited by Guarantee No. 08398194

### Mission



We provide speech, language and communication services which support individuals aged 0-25 years directly and through others, using high-quality, evidenced-based approaches to maximise impact where they live and learn.

### Vision



To facilitate effective communication for all, so that individuals have improved quality of life and reach their full potential.

### Values



**Person-centred**  
**Innovative**  
**Collaborative**  
**Integrity**  
**High Quality**



**SCAN ME**  
to watch a video  
about our  
services

### For more information about the company and the opportunities we have available:

- Watch this video about Communicate SLT CIC <https://communicate-slt.org.uk/wp-content/uploads/2021/12/AGM-video.mp4> (or scan the QR code above)
- Visit our website <https://communicate-slt.org.uk/>
- Email: [recruitment@communicate-slt.org.uk](mailto:recruitment@communicate-slt.org.uk) and ask for an applicant pack or a phone/virtual call

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<b>Business Support Officer</b>	<b>Hours:</b> 37.5 hours - Full time. Part time hours may be considered. <b>Salary:</b> £21,500 - £25,000 (FTE)
<b>Accountable to:</b> Executive Director and non-executive Board Members	<b>Location:</b> Head Office (Lancaster House, Amy Johnson Way, BLACKPOOL, FY4 2RP) <i>Option for some degree of hybrid working (minimum 1/3<sup>rd</sup> within the office)</i>
<b>Purpose:</b> <ul style="list-style-type: none"> <li>• Undertake administrative tasks, including HR, project management, operations and business support</li> <li>• Contribute to the continuous improvement of people and processes</li> </ul>	<b>Relationship Management:</b> <ul style="list-style-type: none"> <li>• Core Team (Business Support and Leads)</li> <li>• Wider Team supporting operations</li> <li>• Advisors and service users</li> <li>• Internal and external stakeholders</li> </ul>
<b>Essential Requirements:</b> <ul style="list-style-type: none"> <li>• Ability to manage a diverse day to day workload using Microsoft Office 365 and HR software.</li> <li>• Excellent client facing and communication skills.</li> <li>• Excellent IT skills and proficient in Microsoft365</li> <li>• Skills that fit within our coaching culture, e.g. excellent at giving and receiving positive and critical feedback to support team and individual development.</li> <li>• Respect for confidential information.</li> <li>• Clear Standard DBS check (<i>applied for by Communicate SLT CIC following appointment</i>)</li> </ul>	<b>Desirable Requirements:</b> <ul style="list-style-type: none"> <li>• Business Administration Qualification (level 3) or relevant experience.</li> <li>• Driving Licence.</li> </ul>
<b>Core Responsibilities:</b> <b>Business Support</b> <ul style="list-style-type: none"> <li>• Support the smooth running of the office.</li> <li>• Minute taking for meetings as/when required.</li> <li>• Support the development and use of systems, e.g. online data dashboard, HR &amp; Finance systems.</li> <li>• Support/cover for Core team members as/when required.</li> </ul>	<b>Person Specification:</b> <ul style="list-style-type: none"> <li>• Behaves in line with Communicate's defined behaviours.</li> <li>• Enthusiastic about making a difference to children and families.</li> <li>• Ability to listen and work collaboratively with others.</li> <li>• Attention to detail and accuracy.</li> <li>• Solution focused.</li> <li>• Reliable and consistent with a positive, pleasant attitude.</li> </ul>

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- Support students, apprentices/volunteers as/when required.
- Access supervision from the Core Team via regular meetings and appraisals.
- Be committed to continuing professional development, gaining wider experience and expertise through training and support.

#### **Operations**

- Under the guidance of the Operations Lead, undertake administrative tasks (e.g. resource purchasing, data entry, room booking, phoning clients) to support service delivery.
- Ensure team members have the support, resources and equipment they need to successfully deliver.
- Support measurement of performance against standards. Collate information for internal and external monitoring.
- Support Internal communications such as online document storage, team meetings.

#### **Project Management**

- Under the guidance of the Business Lead, undertake tasks which contribute to successful project set-up.
- Support external communications e.g. social media and website.

#### **HR**

- Under the direction of the HR lead, undertake tasks which contribute to successful recruitment, induction and retention of the team.

- Organised with effective time management skills.
- Able to work independently and prioritise tasks in line with needs of team.
- Skilled communicator both face to face and written.
- Confident in communicating highly complex information.
- Values working within a team and with diverse skills and styles.
- Ability to be flexible and adapt to change.
- Recognises own professional boundaries and seeks advice and support when necessary.



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