

### **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.

### 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

<b><u>Title:</u> Business Support Officer</b>	<b><u>Hours:</u></b> Full time. 37.5 hours per week, Monday to Friday ( <i>may consider part time hours Monday to Friday</i> )
<b><u>Accountable to:</u></b> Chief Executive Officer and line managed by Operations Lead	<b><u>Location:</u></b> Office @ Lancaster House, Amy Johnson Way, BLACKPOOL, FY4 2RP with opportunities for hybrid working.
<b><u>Purpose</u></b> <ul style="list-style-type: none"> <li>Undertake administrative tasks to support operations and ensure smooth running of the business</li> <li>Contribute to the continuous improvement processes</li> </ul>	<b><u>Articulates with</u></b> <ul style="list-style-type: none"> <li>Core Team (Business Support and Leads)</li> <li>Whole Team</li> <li>Advisors and service users</li> </ul>
<b><u>Essential requirements</u></b> <ul style="list-style-type: none"> <li>Ability to manage a diverse day to day workload using Microsoft Office 365</li> <li>Excellent client facing and internal communication skills</li> <li>Excellent IT skills in Microsoft SharePoint, Outlook, Word and Excel</li> <li>Motivated to use IT to improve service delivery and monitoring</li> <li>Respect for confidential information</li> <li>Clear Standard DBS check (<i>applied for by Communicate SLT CIC following successful appointment</i>)</li> </ul>	<b><u>Desirable requirements</u></b> <ul style="list-style-type: none"> <li>Level 3 qualification or relevant experience</li> <li>Experience in business administration</li> <li>Skills which fit within our coaching culture, e.g. excellent at giving and receiving positive and developmental feedback to support team and individual development</li> </ul>
<b><u>Core responsibilities</u></b> <ul style="list-style-type: none"> <li>Undertake administrative tasks e.g. resource purchasing, data entry, room booking, phoning clients, project support, to support service delivery under the guidance of the Leads</li> <li>Ensure team members have the support, resources and equipment they require to successfully deliver services</li> <li>Support measurement of performance against standards.</li> <li>Collate information for internal and external monitoring</li> <li>Support Internal communications e.g. online document storage, team meetings</li> <li>Support the smooth running of the office</li> <li>Support the development and use of data systems, e.g. online data dashboard</li> <li>Minute taking when required</li> </ul>	<b><u>Person specification</u></b> <ul style="list-style-type: none"> <li>Behaves in line with Communicate SLT's defined behaviours</li> <li>Enthusiastic about making a difference to children and families</li> <li>Able to listen and work collaboratively with others</li> <li>Value detail and accuracy</li> <li>Able to work independently and prioritise tasks in line with needs of the team</li> <li>Solution focused</li> <li>Reliable and consistent with a positive, pleasant attitude</li> <li>Organised with effective time management skills</li> <li>Skilled communicator both face to face and written</li> <li>Confident in communicating highly complex information</li> <li>Values working within a team with diverse skills and styles</li> </ul>

## Communicate SLT CIC

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

01253 462123

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

(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)

<ul style="list-style-type: none"><li>• Support/cover for other team members when required</li><li>• Access supervision from the Core Team via regular meetings and appraisals</li><li>• Committed to continuing professional development, gaining wider experience and expertise through training and support</li></ul>	<ul style="list-style-type: none"><li>• Able to be flexible and adapt to change</li><li>• Recognises own professional boundaries and seeks advice and support when necessary</li></ul>
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