

A Day in the Life.....

Business Support Officer, Local Integrated Partnerships

Local Integrated Partnerships (LIP) – what we do

- Support vulnerable people in communities and prevent needs escalating to high end care
- Help people live the life they want by supporting carers, families and communities to support themselves
- Develop an umbrella of core community based delivery services

Our Services include

- Community Plus
- Wellness Service
- Libraries

The post is based at Civic Centre 1, Huddersfield. The Business Support team is very busy with varied work that brings different challenges and conflicting priorities every day. A friendly, flexible approach is important. You will be the first point of contact for many people and that first impression is important and long lasting. As a team we work hard to provide the most efficient, effective and professional support on time to our customers and colleagues. Part of the role will be processing confidential and sensitive information appropriately and within GDPR and Retention and Destruction guidelines.

The Business Support Officer's role is still evolving; this is an opportunity to help shape the role on how the team can best support the service and its customers. Some typical regular tasks that the team carry out:

- Inputting referrals into a bespoke database
- Contacting people by telephone to have a conversation with them on the support available
- Communicating both internally and externally via letter, email or text
- Answering queries from the public or external partners
- Relationship building with external partners, particularly with GP surgeries
- SAP (internal finance software) creating purchase orders and processing invoices
- Sourcing, ordering and maintaining equipment and stationery
- Facilitating meetings (booking rooms, taking notes, circulating papers)
- Supporting colleagues and managers with IT issues, formatting and/or creating documents