**Manchester City Council**

**Role Profile**

**CATEC Business Support Officer Level 1, Grade 4**

**Community Alarm Technology Enabled Care Team, Adults Directorate**

**Reports to: Coordinator**

**Job Family: Business Support**

**Key Role Descriptors:**

The role holder will contribute to the goals of the team through the provision of high quality business support to customers, their families and stakeholders.

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a fast moving operational service.

The role holder will contribute effectively to the development of business support initiatives and value-added activities to meet the needs of the service.

**Key Role Accountabilities:**

Deal efficiently and courteously with enquires coming into the service. Demonstrate interpersonal skills, show empathy and understanding. This applies to internal and external customers, family members, representative’s professionals and stakeholders.

Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure. Update all appropriate systems with relevant information, changes, referrals.

The role holder will be required to learn about all aspects of Technology Enabled Care, the delivery model and the devices. Also, the monitoring of devices such as GPS trackers following procedure.

The role holder will be involved in projects and collaborative working with stakeholders, colleagues and relevant parties testing new technology.

Update and extract information from management information systems accurately and competently as required including the retrieval and collation of reports to agreed procedure.

Complete all documentation and correspondence accurately and to a high standard in line with procedures and within agreed timescales.

Procure, monitor and maintain office equipment, ensuring changes are made in line with procedures, budgets and agreed timescales.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**The Community Alarm Technology Enabled Care team (CATEC) are a 24 hour service providing a monitoring and response service for vulnerable citizens across Manchester. The aim of the service is to keep people safe in their own homes for as long as possible by using technology to monitor their wellbeing and respond when they need help the most.**

**This is a busy service however, the work is interesting and rewarding, job satisfaction will come with the role from helping people and often seeing things through from start to finish.**

**The team is made up of a variety of roles, Business Support, Response Officers, Installation Officers, Coordinators and Principal Officer.**

**Liaising with customers, their families, members of the public, health and social care professionals and stakeholders to support them and answer any queries or concerns they may have.**

**The role will include the monitoring of some of the technology which has been installed in customer’s homes and involvement in pilots testing new technology.**

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others. Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
* **Planning and Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
* **Problem Solving and Decision Making:** Ability to interpret rules and guidelines in order to resolve queries.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
* **Administrative:** Ability to use and maintain effective administration systems in a rapidly changing environment.
* **Analytical:** Ability to gather and analyse information, opportunities and problems.

**Technical Requirements (Role Specific)**

None