

Job Title	Business Support Officer
Responsible To	Director – Key Assets Consulting
Location	Dublin Office
Hours	35 Hours Per Week
Overall Purpose	To ensure delivery of a comprehensive and flexible administrative and administrative support service to enable Key Assets Consulting function effectively in line with Key Assets Group Vision and Values.

Core Tasks:

A. Referrals Coordination

- Provide efficient Service Information, Quotation, Administrative and Logistics Support to referring agencies, (e.g., HSE, Tusla, Laya) and to private referrers.
- Act as first point of contact for referrers and consultants, providing a range of administrative and logistical supports. This includes: coordination of fee notes, scheduling of clinics, monitoring case progression, processing and recording feedback/complaints, sharing of relevant files, test materials and documentation as necessary.
- Ensure all incoming referrals are recorded, uploaded and processed efficiently and thoroughly in line with referral procedures /templates.
- Issue accurate quotations for incoming referrals and queries in line with quote templates in a timely manner.
- Coordinate case management and clinic scheduling in line with specific deadlines; this includes monitoring key dates, service capacity, and external deadlines regarding pending and active cases to ensure efficient transfer of cases to the QA team.
- Track incoming funding agreements/service agreement documentation and ensure details are accurately recorded and maintained.
- Collate, report and compile key data in relation to referrals and case management for the weekly statistics and business meetings.
- Monitor referral trends and capacity; inform management of any capacity issues, logistical difficulties, areas of concern in relation to waiting times/delays in progressing cases.

B. Logistics – Clinic Operations

- Plan and co-ordinate scheduling of appointments, room bookings, and appointment reminders for Dublin clinics.
- Provide support for the day to day running of the clinics; ensuring adequate supply of test materials/equipment is available, managing sign-in procedures and ensure health and safety procedures are adhered to.
- Maintain a professional and welcoming atmosphere to all visitors in the clinics and inform management of any capacity or operational issues regarding clinics.

C. Finance Administration

- Liaise with finance to ensure that supplier and contractor payments are generated correctly and that any payment enquiries are responded to promptly and efficiently.
- Assist with the agency's payments systems ensuring prompt and accurate payment throughout. (This includes supporting private referrers paying via Stripe.)
- Liaise with finance to ensure generation of accurate billing to customers for work completed.
- Assist in the preparation of projected monthly income and Gross profit figures for business meetings /as required by ensuring key information is recorded in Kara for data collation and analysis purposes.
- Ensure relevant financial information (quotes/fee notes/invoicing information) is recorded in the company database for processing by finance.

D. General Administrative

- Undertake general admin tasks as directed, ensuring that documents are produced accurately to a high standard and in the correct format.
- Provide housekeeping for internal meetings/training or other events in the office.
- Running of office errands from time to time.
- To maintain strict confidentiality in relation to the work undertaken.
- To ensure all administrative functions are compliant with relevant policies, national standards, and regulations.
- Organisation of periodic conferences, seminars, and promotional events.
- To attend and participate in team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required.
- Be responsible for external room and travel bookings for Key Assets Consultants with due diligence in relation to the costs involved. Ensure booking information and receipts are collated securely and in a well organised manner.

Additional Duties

Due to the nature of certain job roles, the actual hours of work may differ from the standard Monday to Friday, 9am to 5pm and you will be expected to work in a flexible way and provide additional working time where necessary when tasks not specifically covered in the job description, have to be undertaken. For some posts, such as those directly working with carers and children or young people, this may include working in the evenings or at weekends on occasions. Where additional work is completed in clinics during weekends, this should only be done in consultation with management to ensure adequate time off is agreed.

1. The post holder will respond sensitively and professionally to the children, young people and families who work with the agency.
2. The post holder will be expected to undertake training and development deemed necessary for the pursuance of the post.
3. The post holder will be expected to have a high standard of IT competence to be able to use company electronic systems effectively.

4. The post holder will be expected to ensure that Health and Safety is observed in the course of employment.
5. The post holder will be expected to ensure and comply with Equal Opportunities Policy and Procedure in all employment practices.
6. The post holder will be expected to comply with the no smoking policy in place.
7. The post holder will be expected to work effectively as part of the Key Assets team.
8. The post holder will be expected to participate in the development of the Key Assets Consulting Services to meet its aims and objectives.
9. The post holder will be expected to uphold and promote the professional image of the agency and the Key Assets Group at all times.
10. The post holder will be expected to adhere to the principals of the Data Protection Legislation.
11. The post holder will be expected to demonstrate that the Key Assets Purpose & Pledges are at the centre of all they do.
12. The post holder will be expected to promote and maintain positive anti-racist, anti-sexist and multicultural practices.
13. Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping the Directors informed of work in progress and inform the Directors immediately of any child protection matter or serious complaint. Ensuring compliance with Child Protection Procedures with special reference to Children First Guidelines and reporting procedures.

PERSON SPECIFICATION: Business Support Officer

Qualification	Essential (E) Desirable (D)	Evidenced
Relevant business or related qualification (Degree or equivalent)	E	Application
Minimum 3 years relevant work experience (post qualification)	E	Application
Experience		
Experienced in formatting written documents with high attention to detail	E	Application /Interview
Experience and competency developed in administrative skills acquired through working in a fast paced administrative environment	E	Application / Interview
Experienced in utilising database (CRM) systems	E	Application / Interview
Experience and competency developed in working to and managing competing deadlines	E	Application / Interview
Experience in developing and implementing efficient office structures and systems	E	Interview
Ability to compose clear, accurate and concise reports, letters and memos	E	Interview

Proven track record of achieving results as an individual in a target orientated environment	D	Interview
Knowledge of Child Care/ Family Law / Psychology sectors would be an advantage	D	Application
Experience of providing face to face and online customer support services	E	Application
Logistical skills in co-ordinating busy schedules with multiple personnel	D	Application / Interview
Personal Skills		
A high standard of written English, including spelling, grammar and punctuation with a sharp eye for detail	E	Application / Interview
Must be self-motivated and have the ability to manage deadlines and work under pressure with changing priorities	E	Interview
Strong professional communication skills essential for building relationships and liaising with all stakeholders	E	Interview
Excellent organisational skills	E	Interview
Be pro-active and dynamic with a 'can do' attitude	D	Interview
Ability to work under minimal supervision and to make appropriate decisions	D	Interview
Ability and willingness to travel including occasional nights away from home as and when necessary	E	Interview