

Business Operations Officer

Purpose

The Business Operations Officer will work closely with the Business Lead: HR and H&S and the Senior Operations Manager and play a pivotal role in Accelerate's operational activities, ensuring that people, spaces, and systems work together seamlessly. The role will encompass operational support, facilities coordination, and HR support, contributing to a positive staff experience and the effective running of day-to-day services.

Title:	Business Operations Officer
Reporting to:	Senior Operations Manager
Salary:	£29,160 - £33,646
Hours:	37.5 hours per week, full-time role
Term:	Permanent

Key Responsibilities:

- Operational Support:
 - Manage and monitor the Hello Inbox, ensuring timely triage and forwarding of correspondence.
 - Oversee office stationery and equipment, maintaining effective relationships with suppliers and service providers.
 - Maintain accurate document management systems, filing processes, and record-keeping in line with compliance requirements.
 - Ensure that the office / clinical spaces comply with our cleaning standards and infection control protocols.
 - Function as the primary point of contact for all office-related queries.
 - Provide general administrative support to all members of our team.
 - Coordinate room bookings and travel arrangements for the team when required.
 - Organise and coordinate all organisational events.
 - Provide ad-hoc support to our Click team when required.
- Facilities Support:
 - Manage facilities across the Centre for Excellence & Innovation, Newby, and Bethnal Green clinics, including building access, security procedures, and health & safety compliance.
 - Assist the Business Operations Lead: HR and H&S with all Health & Safety requirements.

- HR Support:
 - Support the Business Lead: HR and H&S with recruitment, onboarding and offboarding processes when required.
 - Support the Business Lead: HR and H&S with staff training, ensuring this is complete by all members of staff when required.
 - Monitor annual leave requests in our HR system, processing them for line managers approval when required.
 - Assist the Business Lead: HR and H&S with improvements to our HR system, ensuring that the organisation is fully using its features.

Person Specification:

Essential Skills:

- Experience providing operational support
- Strong organisational and planning skills
- Excellent communication and interpersonal skills
- Ability to work proactively and independently in a fast-paced environment
- High attention to detail and commitment to accuracy
- Confidence using digital systems, including HR platforms and Microsoft Office applications
- Ability to build positive working relationships across teams

Desirable Skills:

- Knowledge of health & safety processes, including fire safety and risk assessments.
- Experience coordinating events or meetings at an organisational level.
- Familiar with clinical or healthcare environments.

Assessment:

You will need to demonstrate the ability to deliver reliable operational support, ensuring smooth office coordination, accurate record-keeping, and timely responses to day-to-day needs. You will need to show confidence using digital systems, contribute effectively in the support of HR processes and maintain strong communication and organisational skills.

This role will be assessed via two-stage interviews: an initial phone call interview, and a face-to-face interview where you will need to also complete a practical exercise.

Standard expectations

Uphold the Vision and Values of the Company

As an employee of Accelerate CIC you will be expected to understand and espouse the philosophy and values of the organisation and at all times represent the organisation in a positive and professional way.

Communication and Relationships

Effective communication holds the key to good results and the building of trust across the business. Collaborative working is essential. As such you will need to:

- Give due consideration to how you communicate with others ensuring that clear understanding is your goal at all times whatever medium of communication you may be using.
- Build and maintain strong working relationships that partner key stakeholders to achieve mutually agreed goal.
- Maintain confidentiality in regard to team members and clients regarding their privacy and dignity; thus, you will need to be sensitive to the individual needs of clients and at all times promote principles of diversity, equity, and personal rights. This includes acting in a non-judgemental way and respecting the choices, culture, values, and beliefs of individuals.

Standards to be demonstrated will include:

- Maintaining patient confidentiality at all times
- Displaying professional behaviour at all times
- Respect for others
- Being a team player through collaboration
- Excellent verbal and written communication skills including robust and accurate documentation

Data Collection, Research and Audit

Data collection and audit is a vital component of Accelerates work. All members have collection of data and audits within their workplans. This is based on the belief that an understanding of the patient population will be a key asset to all business and clinical areas. As part of this there is an expectation that you will promote the governance of all aspects within audit and data collection.

Governance and Responsibility for Resources

Each member of staff of Accelerate CIC has a personal accountability and responsibility to ensure patient safety at all times, to ensure that care is given in line with plans and direction, to report incidents, accidents and any adverse events involving clients and to deal with any emergencies appropriately.

Good governance results in satisfied clients and a safe working environment whilst company guidelines are followed at all times. This includes maintaining the security of patient identifiable data.

You will need to

- Be familiar with and follow Accelerates policies and procedures
- Report any incident using the correct process
- Maintain awareness of health and safety at all times

Personal Responsibility Within Development, Health, and Safety

You are expected to take ownership for your personal developmental learning needs and for your performance. In line with revalidation this includes keeping a record of your personal development plans and activities and playing a pro-active role in your objective setting and appraisal process incorporating reflection.

You should be familiar both with legal issues pertinent to your role and with the changing structures of health care provision that may impact on the position of the company. It is also your responsibility and duty to observe standards of health safety and security which includes adopting appropriate infection control procedures, ensuring work areas are clean safe and free from hazards and reporting any potential risks.

Information Governance

Accelerate CIC adheres to the principles of information governance and data protection. All employees must abide by the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act of 2018. Incorporated within this is confidentiality, records management, information security as well as the Freedom of Information Act 2000. Compliance with these standards is embedded within Accelerate CIC's day to day responsibility and it is expected that all employees will observe and comply with these legal requirements.

Duty of Candour

Accelerate CIC fully endorses the principles of being open and embraces the Duty of Candour. We are committed to an open and fair culture and the overall approach expected within the organisation is one of help and support rather than blame and recrimination. All staff are expected to follow this approach.

Equality, Diversity, and Inclusion

Accelerate CIC is committed to creating and sustaining a positive working environment for our team and for our patients. Our aim is to ensure that all our members are equally valued and that our membership is representative of our society. We believe we all stand to benefit from this diversity of thought, experience, and identity; the actions taken to be an inclusive employer will ensure that our community is well served and that Accelerate is a safe place in which to work and grow. We are clear that we do not tolerate any unacceptable behaviour, discrimination or bullying within the membership or from users of the service. Each of us has our personal responsibility for implementing equality so that all are treated with dignity and respect.

Adult and Child Protection

Accelerate CIC promotes a safeguarding child and adult culture. It will be the responsibility of each staff member to ensure that the risk status of all patients will be assessed for safeguarding issues. Any individual whose welfare is deemed at risk will be referred to the appropriate safeguarding team. All staff will receive the appropriate safeguarding training and required updates to ensure that they are able to identify risk and follow specified guidance.

This job description will be subject to periodic review.