**Job Profile**

Job Title: Health, Safety and Business Continuity (HSBC) Support Coordinator

Directorate: Finance and Business Services

Reports To: National Health, Safety and Business Continuity Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created: January 2023

**Overall Role Purpose**

The Health, Safety and Business Continuity Support Coordinator helps people with sight loss to live the life they choose by supporting the delivery of a professional health, safety & business continuity support service to the organisation.

The role is responsible for overseeing a wide range of administrative activities associated with training, audit, and incident data.

**Key Responsibilities**

Maintains compliance around numerous administrative duties and requirements including (but not limited to):

* Dealing with routine correspondence and calls to the HSBC team, ensuring all enquiries are proficiently handled and appropriately referred to the relevant internal specialists, in-line with agreed procedures
* The management of incident reports including reviewing submissions, information clarification, categorising, escalation, recording and maintenance of database
* Maintaining electronic documentation in-line with process standards and General Data Protection Regulations
* Supporting the planning arrangements for HSBC training – virtual, e-learning and face to face
* Supporting the development and arrangements of HSBC audit schedule
* Assists in the planning of in-house or off-site team activities, such as events, meetings, conferences
* Any other reasonable administrative or support duties as needed to enable the smooth running of the HSBC team.

**Breadth/Scope of Accountability**

**People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

**Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

**Application of this Job Profile**

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

**Working at Guide Dogs**

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

**Person Specification**

**Education/Qualifications**

**Essential**

* Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent) (QCF level 2 / SQCF level 5)
* Excellent verbal, written, and reading skills required for communications

**Job-Related Experience**

**Essential**

* Proven experience in an administration role

**Desirable**

* Customer service experience

**Knowledge**

**Essential**

* Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint)
* Willingness to train in and use internal software systems

**Desirable**

* A knowledge of GDPR regulations
* Basic understanding of Health and Safety legislation

**Skills and Competencies**

**Essential**

* Highly motivated towards a delivering a person-centred service
* Evidence of dealing with confidential issues sensitively and with total integrity
* Positive, team player, who uses initiative to complete tasks
* Able to prioritise work appropriately to support the HSBC team
* Able to work effectively and flexibly under pressure
* Good interpersonal skills
* Professional telephone manner
* Self-motivated and takes responsibility for their own performance and development
* Effective time management and organisational skills
* Committed to quality and service
* Delivers their objectives and core activities

**Behaviours**

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we:

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

**Safeguarding**

If the role does, or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups
* Emotional awareness
* Working within professional boundaries and self-awareness
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm

**Mobility**

Occasional travel and overnights.

**Job Group (internal use only)**

This role has been evaluated as a Support Provider please [follow this link](https://guidedogs.sharepoint.com/:w:/g/ES_hkP-6mT5HkPIdVSJhjgABX0S79-IXzzo3zaTw2LoCXg?e=z8voSf) to view the salary band.