



Business Officer Job Description

ROLE TITLE: Business Officer	RESPONSIBLE TO: Deputy Chief Officer ACCOUNTABLE TO: Chief Officer
ROLE PURPOSE The Business Officer is responsible for the overall office administration and streamlined functioning of CPH along with providing support and deputising for the Engagement Officer.	

Key Elements	Key Activities
Business Focus and Efficiencies	<ul style="list-style-type: none"> Take responsibility for the day-to-day running of all CPH finances, including finance processing, invoices, budget management, and finance reporting. Take responsibility for all HR administration, including recruitment, induction/onboarding, managing HR contracts/staff handbook, and maintaining HR policies and procedures. Manage all payroll processes. Take responsibility for CPH Committee governance, administration, and all associated agenda, papers, minutes, and actions. This includes managing the Committee members area, committee consultations, election support, and providing support/induction to committee members. Take responsibility for supporting Executive Team and Subcommittee meeting administration as directed. This includes arranging meeting dates, venues, and liaising with external invitees. Take responsibility for statutory responsibilities including Health and Safety (e.g., fire safety, first aid, lone working), insurance requirements and Data Protection (GDPR), as directed by the Responsible Officer. Take responsibility for ensuring that office administration is operated as cost effectively as possible through regular review of office contracts. This includes managing IT support, telephones, and office cleanliness. Attend conferences and meetings as necessary. Keep all CPH systems and data up to date and fit for purpose. This includes organisation of the shared drive and associated document disposal/retention. Deal with all routine and specific correspondence on behalf of CPH. Keep abreast of changes in pharmacy and understand what is happening locally. Ensure that operational standards are communicated effectively and understood by all. Act on CPH decisions at the direction of the Chief Officer or Deputy Chief Officer. Undertake or delegate appropriately all administration related to CPH.
Contractor Focus and Relationship Building	<ul style="list-style-type: none"> Support all other team members. Manage any processes and the needs of the community pharmacy contractors where appropriate. This includes providing support for Market Entry applications/notifications and New Pharmacy induction/locum packs. Ensure that strong relationships are built with contractors, stakeholders, community pharmacies and their teams. Be responsible for communications with contractor queries dealing with them in a timely way. Support with all training and education meetings/events.

Building Relationships and Delivery Focus	<ul style="list-style-type: none"> • Act as the face of CPH being the first point of contact for all queries. • Manage and maintain office filing and record management system whilst also providing any necessary administrative support including diary management to other members of the team where required. • Support the Engagement Officer with all communications, including the website management and development, social media management and development, and communication with contractors and the public. • Provide administrative support for all CPH events, including event management strategy, process, and the Annual General Meeting (AGM). • Communicate with contractors in a timely manner.
Team Working and Relationship Building	<ul style="list-style-type: none"> • Actively participate in an open and supportive team environment. • Regularly request constructive feedback. • Respond to opportunities for development of self. • Develop relationships with contractors and stakeholders as appropriate. • Support and work with others to ensure communications to all is maintained at an optimum level.
Supporting a High Performing Organisation	<ul style="list-style-type: none"> • Take responsibility for supporting the preparation of the annual report and AGM and any other CPH governance requirements. Assist with activity reporting/data for Community Pharmacy Services. • Support communication with Political Organisations/MPs/Councillors and Pharmaceutical Companies. • Develop strong and harmonious relationships both internally and externally thereby producing a high level of performance. • Flexibility to travel to meetings and other locations to fulfil the requirements of the post. • Undertake all tasks requested by the Chief Officer, Deputy Chief Officer and Chair.
Other	<ul style="list-style-type: none"> • Ensure confidentiality of information concerning contractors and employees in accordance with the Data Protection Act 2018. • Ensure that statutory requirements are adhered to. • Carry out other duties commensurate with the post as required or directed by the Chief Officer or the Chair. • Comply with all CPH rules and regulations, policies, and procedures. • Participate in an appraisal and regular meetings with line manager. • Discharge all responsibilities in accordance with CPH policies, including Health and Safety, Equal Opportunities, Data Protection, email, and internet policies.

Key Contacts	
External <ul style="list-style-type: none"> • External customers (eg. contractors, surgeries) • Local and national health and care organisations • Pharmaceutical companies • Contracted organisations (eg. IT, landlord) • MPs and local councillors • Media 	Internal <ul style="list-style-type: none"> • Other employees • CPH members

Essential role related knowledge, skills, qualifications and experience required

Person Specification		
Criteria	Essential	Desirable
Education/Training/Qualifications	<ul style="list-style-type: none"> • Minimum of 2 years' experience in a similar role. • Graduate calibre or equivalent experience. • IT literate. 	<ul style="list-style-type: none"> • Formal qualification. • Competent in media and social media skills.
Experience	<ul style="list-style-type: none"> • Ability to provide efficient and effective administrative support • Experience of writing reports and taking concise and accurate minutes. • Clear communicator both verbal and written. • Experience of working as part of a team. • Ability to compose correspondence on standard issues. • Experience of project management. • Media and social media skills. 	<ul style="list-style-type: none"> • Proven relationship building.
Knowledge	<ul style="list-style-type: none"> • Good understanding of IT including proficient use of web technology and all MS office applications: Word, Excel and PowerPoint. • Good knowledge of operating efficient office systems and governance. • Understands the health and care landscape. 	<ul style="list-style-type: none"> • General knowledge of community pharmacy and its governing bodies.
Personal attributes and other requirements	<ul style="list-style-type: none"> • Reliable, organised with attention to detail. • Ability to take initiative and to engage with key contacts. • Team player. • Ability to prioritise workload. • Displays integrity and respect for others. • Accepts accountability for performance. • Ability to request and accept feedback. 	<ul style="list-style-type: none"> • Ability to develop and retain expertise in a demanding environment.
Mobility	<ul style="list-style-type: none"> • Own transport. 	