

Business Support Team Profile

Who is in the Business Support Team?

The Business Support Teams consists of:

- Care Service Delivery Business Support team
- SMT Support
- Learning Disability Support
- Complaints and Information Management

What does your teams do?

In Business Support we: support the delivery unit it a wide range of business management tasks and activities such as:

- hospital and ambulance referrals
- managing compliments, complaints, member enquiries & information requests
- financial support
- organising and administrating panel
- supporting the senior management team
- making sure the delivery unit is kept up to date with the latest health and safety and governance requirements
- working with psychiatry, physiotherapy and the community nursing team
- acting as a first point of contact for learning disabilities and care service clients
- supporting risk management activities.

Who do you work with regularly?

We work with every team throughout the delivery unit, there are too many to list! We also work closely with family services, Hospitals, commissioning, SHAW and members of the public.

(SHAW is the Corporate health and safety team).

Where do you fit into the customer journey?

It varies; but mainly we are with the customer from the start to the very end. For example, we could be the first point of contact because we take calls for Locality Teams and we could be the last point of contact if we collected a compliment or complaint.

Anything else you would like your colleagues to know about your team?

We are an integrated team as part of the team are employed by Barnet, but some members are employed by Central London Community Healthcare or Barnet, Enfield and Haringey Mental Health Trust!

The longest member of our team has been here for 31 years!

We can only process invoices and raise purchase orders if we have all the correct information. The details that we need are: budget code, GL code, amount to be paid and the name of the supplier. If the cost is over £10,000 there needs to be a contract before it can be paid.