

Job Title:	Speech and Language Therapy – Business Support Assistant
Reports to (job title):	Head of Speech and Language Therapy for Community Adults
Line Manager to:	

Job purpose

The community adult speech and language therapy service in Swindon is looking for an experienced, highly motivated administrator to join their friendly and dynamic team. This is an interesting and rewarding role which includes some direct contact with patients and their families as well as the administrative duties.

The role of a Speech and Language Therapy – Business Support Assistant will carry out high quality and accurate administrative, data inputting and secretarial support to assist patient care, clinical governance and the clinical processes of the community adult speech and language therapy (SLT) team.

The SLT - Business Support Assistant will assist in some clinical duties when required, to include the implementation of treatment programmes for patients and the delivery of an AAC (Alternative and Augmentative Communication).

Base location

Speech and Language Therapy department, Swindon Intermediate Care Centre, SN3 6BW.

Key responsibilities

In this role you will:

As part of the Speech and Language Therapy (SLT) service, the role involves regular liaison with referring agents, healthcare professionals, multidisciplinary teams, carers, and relatives to ensure seamless care and build professional, trusting relationships. Communication must be handled sensitively, especially when working with individuals who have speech or language difficulties, and all information sharing must adhere to data protection and information governance policies.

Administrative responsibilities are central to the role, including managing referrals, maintaining accurate records, responding to queries via phone or email, and supporting the day-to-day running of the SLT service. This includes preparing patient materials, photocopying, filing, organising meetings and

training sessions, and offering secretarial support to the SLT Manager. Efficient use of Microsoft Office and Outlook is essential, alongside contributing to the development of effective administrative systems.

Support for clinical work is also a key component, such as assisting SLTs during assessments and treatment sessions where appropriate. The post holder will prepare and manage AAC equipment, troubleshoot issues, liaise with equipment suppliers, and ensure items are clean, functional, and appropriately stocked. There is also responsibility for managing resources, placing orders, and coordinating with departments like Finance and Education & Training.

The role also involves contributing to service improvement, including updating patient information leaflets, managing shared mailboxes, documenting meeting minutes, and supporting new staff induction. Participation in regular team meetings, incident reporting, mandatory training, and therapy outcome monitoring—such as uploading data to the ROOT system—is expected.

Finally, the post holder will manage sensitive and confidential information and may interact with individuals displaying challenging behaviours. A calm, professional approach and a commitment to confidentiality, safeguarding, and health and safety standards are essential throughout all areas of responsibility.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware

that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Holds NVQ Level 3 or equivalent training/experience, with a background in administrative roles, ideally within a healthcare setting.
- Proficient in Microsoft Office and comfortable using various devices, including laptops and tablets.
- Willing to learn and use specialist communication aids, software, and apps.
- Handles sensitive and confidential information with care and professionalism.
- Communicates effectively in person, by phone, and in writing, with the ability to adapt communication for individuals with speech or language difficulties.
- Committed to safeguarding and promoting the welfare of children, young people, and adults, with an understanding of local protection procedures.
- Organised, adaptable, and capable of managing and prioritising daily tasks, with the judgement to seek support when needed.
- Works well both independently and collaboratively, contributing positively to team dynamics.
- Demonstrates integrity, openness, and a willingness to listen and support shared learning and development.
- Flexible to work across Trust services as required, reflecting a responsive and team-focused approach

Employee signature

Manager signature
