

# Meet Phil

## Business Support Officer, Shared Lives South West

Shared Lives South West supports people with a variety of needs including learning disabilities, mental health issues and illnesses relating to older age.

Shared lives carers open their own homes and family life to include people who need care and support. This could mean someone comes to live you full time or you could do it a few hours a week or for a weekend.

Phil works as a business support officer. His role covers lots of different areas for example managing the staff database and developing the business.



## What does Phil do in his role?

Phil's job covers many areas of the business and gives him the opportunity to work with different staff in problem-solving and planning roles. Phil enjoys the chance to be a 'quiet difference maker'; facilitating the smooth running of the business whilst working behind the scenes. His role includes:

- sourcing and maintaining the IT equipment used within the organisation
- developing and maintaining database systems used by all staff
- resource management including setting up mobile technology
- supporting the finance department
- working with all departments to plan for and develop the business.

Phil has a strong interest in designing websites and database systems. This area of Shared Lives South West is growing rapidly and Phil hopes to develop his skills so he can play a key part of this project.

 **The job role is all about facilitating others and working to problem solve whilst they are able to get on with their work.** 

## How did he get here?

Phil started working with Shared Lives South West as a part time volunteer - he was doing an AAT finance qualification and did work experience with the finance team as part of his course. This became a paid role after a short while; which he completed alongside his main employment with another company.

After the company restructured they created the business support officer role. The variety of the role appealed to Phil, and offered him the chance to develop his skills and work in a number of different areas. Phil left his other employment and began working solely for Shared Lives South West in the new role.

Phil has continued to take on more variety of tasks, expanding the role from where it started to the broad remit it now has. Phil enjoys the relative autonomy of the role and feels he has a key part to play in the success of Shared Lives South West.

## What would he say to others interested in a career in care?

Phil loves the variety in his role and enjoys the challenges he comes across. He says:

“A role like mine requires a fair degree of patience, and a strong desire to help people.

The job can be a very fulfilling one; and the variety of skills you can learn is limitless. I started this role with very few relevant skills, but have been given the time and opportunity to develop to a point where I can provide a big positive impact across the entire organisation.”

**The key thing is to treat each challenge as a learning opportunity, and to broaden your skills whenever you get the chance. There's always more to learn!**



Find out more about Shared Lives South West at [www.sharedlivessw.org.uk](http://www.sharedlivessw.org.uk).