

<b>Designation:</b>	<b>Senior Business Support Officer</b>
<b>Grade:</b>	<b>Stroud 4</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	Ebley Mill
<b>Job Purpose:</b>	<b>To provide financial and business support to the Property Services team</b>
<b>Responsible to:</b>	<b>Head of Property Services</b>
<b>Responsible for:</b>	n/a

## KEY DUTIES

To provide high quality financial management and business support services and promote and secure improvements in the support provided to the team..

To provide, develop and maintain financial management systems for the Council's general fund property portfolio and capital projects, in particular;

- To raise purchase orders, process invoices, monitor and maintain records for the team and manage and reduce sundry debtors
- To create and maintain spreadsheets and databases in relation to budget monitoring and management
- Compile monthly quarterly and annual performance and financial statistics
- monitor, manage and report on the service's budgets including maintaining accurate records of income and expenditure and commitment and complying with the financial year end processes

To implement and review changes to systems and procedures methodically including documentation and dissemination to the team.

To provide administrative support to the Building Programmes Manager, including site visits as required

To liaise with other business support officers to ensure that adequate office cover and administrative support is provided.

Undertake such other duties commensurate with the grade of post as may be properly assigned by the Head of Service.

## SKILLS AND KNOWLEDGE

- Able to work with figures accurately and present information clearly and concisely
- Able to write and speak clearly and concisely

- Good at organising and monitoring many different tasks
- Experience of dealing effectively with enquiries from a range of people
- Able to recognise and handle priorities and alert colleagues to important issues.
- Able to work to timescales and deadlines
- Experience and understanding of financial systems, managing budgets and expenditure
- Capable and working knowledge of common IT software, particularly Microsoft Excel

## COMPLEXITY AND CREATIVITY

Respond quickly and effectively to sensitive issues raised by the public, tenants, councillors, senior officers  
Understand the aims of the business and be able to support its goals.  
Creativity to deal with different situations and pressures within a general framework of processes and set procedures  
Work subject to deadlines involving changing problems, circumstances or demands.

## JUDGEMENT AND DECISIONS

The nature of the work means that there is a constant need to apply judgement and decision making. Some work is carried out within defined rules and procedures.

## CONTACTS

Council officers at all levels  
Suppliers and tenants  
Surveyors, solicitors, developers, consultants  
Members of the public

Work frequently involves sensitive and important issues. Whilst generally not contentious outcomes may not be straight-forward. Advice or guidance may have to be given on areas which are less well established or involve initiating action to provide assistance or more comprehensive support.

## RESOURCES

Responsible for the accurate handling and security of small sums of cash and cheques or financial resources.  
Responsible for opening and locking up of premises

## TRAVEL DESIGNATION

Casual car user

## GENERAL

- To work sometimes outside normal office hours.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required to support organisational goals.
- To promote the Council's commitment to equality of opportunity/diversity and work within the requirements of the Council's Equality Scheme.
- To undertake training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with statutory requirements.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*