

Designation:	Business Support Officer/ Senior Business Support Officer (Maternity Cover)
Grade:	Stroud 3 to 4
Hours:	37 hours per week
Location:	Ebley & Brimscombe Port Mill / Hybrid Working
Job Purpose:	To provide financial and business support to the Asset Management and Facilities Teams (the Council's property managers)
Responsible to:	Head of Property Services
Responsible for:	Apprentice (Stroud 4)

KEY DUTIES

STROUD 3

- Provide general administrative support to the Property Services Team e.g. arranging meetings, coordinating diaries, note-taking and similar tasks.
- To assist in the management of debtors and tenants' compliance with statutory and lease requirements
- To assist in the provision and maintenance of financial management services for the service i.e.
 - Process invoices, monitor and maintain records, raise purchase orders and manage sundry debtors.
 - Assist in the administration, monitoring and management of budgets, including maintaining accurate records of income, expenditure and commitment to comply with financial end of year processes.
- To provide business support to the Buildings Programme Manager in the delivery of the planned and responsive maintenance programme and the facilities management service
- Review changes to systems methodically including updating documentation and dissemination to the team.
- Ensure completion of records for complaints procedure, time management and FOI. Ensure document handling and storage complies with Council policy and GDPR.
- Receive and respond to customer or stakeholder enquiries with necessary tact and sensitivity.
- Be flexible to take on other appropriate duties when required.

STROUD 4

- To lead on business support for the service and liaise with the project officers to ensure that adequate service cover and administrative support is provided.
- To ensure timely management of debtors and tenants compliance with statutory and lease requirements

- To provide high quality financial management and business support to the Property Services team and promote and secure improvements to systems and processes.
- To provide, develop and maintain financial management systems for the council's general fund property portfolio and capital projects in particular:-
 - To process invoices, monitor and maintain records for the team and manage sundry debtors
 - To create and maintain spreadsheets and databases in relation to budget monitoring and management
 - To monitor, manage and report on the service's budgets on a monthly basis including maintaining accurate records of income, expenditure, and commitments and comply with the financial year end processes
 - Prepare Government returns as required
- To implement and review changes to systems methodically including documentation and dissemination to the team.
- To support the Buildings Programme Manager in the delivery of the planned and responsive maintenance programme and the facilities management service.
- Undertake such other duties commensurate with the grade of post as may be properly assigned by the Head of Service.

Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

STROUD 3

- A good general standard of education including English and Maths.
- Good written and verbal communication skills.
- Understanding of administrative processes and systems.
- IT Literate, including use of MS Office software.
- Ability to prioritise work and work to deadlines.
- Ability to demonstrate a professional and courteous manner with colleagues and customers.
- Experience in dealing with confidential or sensitive issues discreetly.
- Ability to work on own initiative, with effective time management, and as part of a wider team.

STROUD 4

- 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
- Capable and working knowledge of common IT software, particularly Microsoft Excel

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity

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

JUDGEMENT AND DECISIONS

STROUD 3

- Routine decisions on aspects of work with all other decisions being referred to the appropriate Manager or the Property Coordinator
- Work is carried out within clearly defined rules or procedures and advice is available if required.

STROUD 4

- 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 contractors
Surveyors, solicitors, developers, consultants, tenants
Members of the public

RESOURCES

Some responsibility for financial resources

TRAVEL DESIGNATION

Casual car user

GENERAL

- To work sometimes outside normal office hours.
- To always ensure that 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.