

## Job description - IT Business support officer (PB6b)

### Job summary

This non-technical role provides comprehensive business support administration to the IT Business Services Team, and in turn the broader Forestry England IT Team. The role is varied and far reaching, covering finance, comms writing and project support for key workstreams within the wider team. As Business Support Officer, you will work closely with, and report to the Business Support Manager, and the IT Business Services Manager.

### Key responsibilities & accountabilities

#### Business Support Processes

- all day-to-day finance tasks, including use of finance systems to raise purchase orders and goods received notes; ensuring consistent accounting action and process for payment of invoices
- undertake regular central billing processes with finance colleagues
- accurately update the IT team budget monitoring and cost allocation spreadsheet on an ongoing basis
- undertake monthly reviews of the purchase order reports making sure all existing orders are live and still required
- act as contract admin on numerous IT contracts as required; making sure that the departments contract documentation is kept up to date
- monitor contract values on a regular basis
- support the IT service coordinator with software licence and hardware asset management as required, for example, raising purchase orders, ordering stock and attending relevant meetings
- coordinate the IT business support inbox and the business services queue within the ticketing system
- proactively deal with all requests and enquiries within the agreed service level agreement targets

This role has delegated authority for payment of invoices and central billing processes

#### Business Partnership Support

- support the IT business partner, coordinating comms for the wider IT team and actively contributing to the internal IT news letter
- support the IT business partner with arranging and organizing crucial stakeholder meetings
- produce help documents and IT guides to support projects for key work areas
- regularly review intranet and guidance materials making sure they remain current
- support with other ad-hoc tasks as needed, which could include research, creating surveys and requesting updates from the wider IT team

#### Project delivery and change management function for support

Provide admin support for ad-hoc IT projects including, but not exclusively:

- assist in the development of project plans and schedules
- record and monitor project actions
- support the management of project related documentation
- ensuring the project tracker is kept up to date

#### General Admin

Undertake a wide variety of administrative support for the department, including, but not exclusively:

- act as the department Training Coordinator, attending meetings and track training needs
- order equipment and clothing

- update Team health and safety requirements such as driving at work documentation
- help the Business Support Manager respond to Freedom of Information requests
- organise meetings and events, create agendas, write minutes, and manage action points when required

And any other tasks, reasonably requested by your line manager.

### Location-Specific Information (optional)

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## Skills, knowledge & experience

### Essential professional and technical experience

- strong written and verbal communication skills
- be a proactive team member and work well with a variety of different colleagues. Be a great point of contact for other team members
- be self-motivated, proactively manage their own workload effectively and able to work autonomously
- be able to work calmly under pressure to meet key deadlines, have good organisational skills, and be able to prioritise workloads
- be motivated with a willingness to learn and tackle new challenges and subject matters
- good attention to detail, including experience of proof reading documents
- competent IT user with experience in MS Office suite of applications

### Desirable professional and technical experience

- experience of working with Finance systems
- experience of working within an office environment

## Qualifications

### Essential

- a GCSE in Math and English or functional skills equivalent

### Desirable

- a level or level 3 equivalent qualification

