Job Description – 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. The role works closely with, and reports to the Business Support Manager, and the Confirming Officer is the IT Business Services Manager.

Key responsibilities & accountabilities

Business Support Processes

- Coordinate the IT Business Support inbox and the Business Services queue within the ticketing system. Proactively dealing with all requests and enquiries within the agreed Service Level Agreement targets.
- All day-to-day finance tasks, including use of Finance Systems to raise purchase orders and goods received notes and regular central billing processes. Ensure consistent accounting action and process for payment of invoices and update budget monitoring information.
- Contract administration, making sure that the departments contract documentation is kept up to date. Monthly review of the purchase order reports and contact values, making sure all existing orders are live and still required.
- Supporting the IT Service Desk with software licence and hardware asset management as required, ordering stock and attending relevant meetings.
- This role has delegated authority for payment of invoices and central billing processes.

Business Partnership Support

Support the IT Business Partner with:

- Coordinating Comms for the wider IT team and actively contribute to the internal IT newsletter.
- Arranging and organising crucial stakeholder meetings.
- Updating and providing support with end-user documentation including project documents, intranet updates and guidance materials making sure they remain current.
- Support with other ad-hoc tasks as needed, which could include research, creating surveys and information gathering 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:

- Assisting in the development of project plans and schedules
- Recording and monitoring project actions
- Supporting 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
- Ordering 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.

Skills, knowledge & experience

Essential professional and technical experience

- Competent user of Microsoft 365 applications, in particular Word, Excel, Outlook and Teams
- Strong written and verbal communication skills, with good attention to detail
- 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

Desirable professional and technical experience

- Experience of working within an office environment
- Experience of working with Finance systems
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Qualifications

Essential

- GCSE grade 4 or above in Maths and English, or functional skills equivalent