

Job Description - Business Support Officer (PB6b)

Job summary

The Business Support team provide a support service to the district's operations. As a key member of the team, you will play a crucial role in the Business Support function, helping it run smoothly by providing financial, administrative, logistical and operational support, using Microsoft Office applications and bespoke software to process and monitor financial information. You will liaise with colleagues, suppliers, customers and members of the public, collating and disseminating information. As part of the team, you will also provide office reception cover.

Key responsibilities & accountabilities

- Provide office cover at our North District office in Bellingham, answering telephone calls, greeting visitors and responding to enquiries via email.
- Provide day-to-day administrative support on tasks such as conducting research, arranging meetings, maintaining accurate records, data input.
- Provide administrative support to Recreation teams at Kielder, Hamsterley & Rothbury.
- Raising purchase order requests & processing invoices for payment.
- Fortnightly cash account reconciliation for the North District.
- Assisting in coordination of training within the district.
- Ordering of office supplies.
- Assist in preparation reports, presentations, and correspondence.
- Give support and guidance to colleagues on our systems, policies and processes.
- Be a point of contact for internal and external stakeholders, handling inquiries and requests promptly and professionally.
- Assist in organising events, conferences, and other networking activities.
- Support in preparing and distributing project documents and reports.
- You may occasionally travel within the district, potentially with overnight stays to attend meetings.

Any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- Relevant experience working in an administrative role.
- Proven ability to work with high accuracy and attention to detail.
- Excellent communication skills, written and spoken.
- Competent IT user with experience in MS Office suite of applications.
- Strong Microsoft Excel skills, including the ability to create spreadsheets, use formulas, analyse data, and produce reports.
- Experience in supporting colleagues in a team environment.

Desirable professional and technical experience

- Ability to analyse data.
- Experience of raising purchase orders along with processing supplier and sales invoices.
- Strong organisational skills with the ability to prioritise workload effectively.

Qualifications

Essential

- A GCSE in Maths and English or functional skills equivalent.
- Competent IT user with experience in MS Office suite of applications.

Desirable

- A level or level 3 equivalent qualification.
- Qualification in First Aid or be willing to be trained as a First-Aider.