

Job Description - Business Support Supervisor (PB6a)

Job summary

The role of the National Operations Business Support team is to provide comprehensive business support for the whole of the National Operations team. The Business Support Supervisor role will be varied and fulfilling with no two days the same and will provide exposure across a variety of the work undertaken by Forestry England.

This role within the team has a core focus on supporting the Recreation function of National Operations. They will support the Forest Live and events programme and volunteering. The role will provide administration support to the wider National Operations team and national lead for administration and maintenance of our vital wildlife systems.

Key responsibilities & accountabilities

- Provide critical administrative support to the local team and business functions.
- Organise and minute meetings.
- Support colleagues carrying out tenders.
- Deliver training.
- Support staff with, and act as a contact point for, core internal systems.
- Monitor team mailbox(es), responding to or escalating queries.
- Provide administrative support to team projects.
- Raise and process purchase orders and invoices.
- Supervise and provide guidance for various tasks done by business support officer colleagues and contribute to additional ad-hoc tasks or project work required by colleagues in the wider team.
- Take the lead on exploring where systems and processes can be improved or streamlined and influence positive change so front-line teams can focus on delivery.
- Collaboratively with subject matter experts and functional leads to develop, implement, and review innovative solutions.
- Support users of bespoke Forestry England systems And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- Proficient in the use of Microsoft applications for core business purposes, including Outlook, PowerPoint, Word, Excel, SharePoint and Teams.
- The ability to reprioritise and keep track of multiple activities in a rapidly changing operating environment to meet business critical deadlines.
- Proven ability to produce clear concise written and verbal communications.
- Experience of working in an office environment with a large, dispersed, and often remote, team.

Desirable professional and technical experience

- Working knowledge and experience of using core Forestry England systems such as e-Financials

Qualifications

Essential

- A GCSE in Maths and English or functional skills equivalent.