

Job Description - Business Support Officer (PB6b)

Job Summary

As a key member of the Business Support Team, you will play an essential role in delivering high-quality financial and administrative services to managers and function leads, supporting the achievement of our strategic business objectives. You will be responsible for accurately processing financial transactions within agreed timelines, ensuring full compliance with established policies and procedures. In addition, you will liaise effectively with members of the public, colleagues and contractors, gathering and collating relevant information to support operation needs

Key Responsibilities & Accountabilities

- Provide finance support to the business function across Forestry England, including entry of sales and purchase ledgers, processing cash account, audit checks of company credit cards and raising journals, inline with policy and guidance.
- Provide administrative and finance support to the business functions and deal with enquiries from the public, monitoring the various business mailboxes ensuring correspondence is dealt with in a professional and timely manner.
- Provide contract management support including preparation of documentation, monitoring, recording of financial transactions and health and safety compliance.
- Serve as a point of contact for internal and external stakeholders, handling enquiries and requests promptly and professionally.
- Ad hoc projects, tasks and general office duties as reasonably requested by your line manager.
- The role may involve occasional travel within the District, potentially with overnight stays to attend meetings.

Skills, Knowledge & Experience

Essential Professional and Technical experience

- The ability to deliver excellent customer service
- Working within an office environment
- Ability to work within and add value to a team
- Excellent organisational skills and an eye for detail
- Strong verbal and written communication skills
- A sound knowledge of Microsoft Office packages
- Proof reading and editing of documents and data
- Experience of handling numerical data

Desirable Professional and Technical experience

- Working knowledge of CIS and VAT
- Experience of dealing with the public and complaints procedures.

Qualifications

Essential

- GCSE grade C/4 in Maths & English

Desirable

- AAT foundation Certificate level 2 or similar