

Job Description - Business Support Officer (PB6b)

Job Summary

Purpose of the job

In this role, you'll be an important part of the team, supporting the Procurement Systems Manager and the wider Commercial Services function to keep our procurement activity running smoothly across Forestry England and the Forestry Commission.

You'll help look after our Tail-End Spend processes, making sure our procurement systems work well and that purchasing rules are applied consistently. Because this area involves lots of small, everyday purchases, your work will be varied – one moment you might be speaking with suppliers, the next you could be reviewing spend data or helping colleagues with system queries.

Everything you do will help us get good value for money, continuously improve how we work, and strengthen the way we buy goods and services across the organisation. It's a great opportunity to learn, grow, and make a real difference in how our teams operate day to day.

Background to the role

Forestry England is on a journey to modernise how we manage everyday purchasing. We've recently updated our systems and processes so that low-value, high-volume buying is quicker, easier and more efficient for everyone who uses it.

As part of this, we need ongoing support to keep things running smoothly. In this role, you'll help make sure that:

- our suppliers deliver consistently good service
- purchasing rules are followed
- we get good value for money
- colleagues understand how to use the new processes

You'll be joining a friendly team where you'll play a key part in making everyday purchasing simple, reliable and effective across the organisation.

The role will be based in Bristol with flexibility for blended working (see details below).

Please be aware that this role can only be worked in the UK and not overseas.

Key Responsibilities & Accountabilities

- Provide day-to-day support for procurement activities, including maintaining accurate records, data input, and document preparation.
- Assist in monitoring supplier performance and compliance with purchasing controls.
- Support the Procurement Systems Manager in managing procurement systems and platforms.
- Prepare reports, dashboards, and presentations on spend analysis, compliance, and supplier performance.
- Act as a point of contact for internal stakeholders, handling queries on purchasing processes and system use.
- Assist in organising stakeholder engagement sessions, training, and meetings.
- Support the preparation and distribution of procurement documentation.

- Contribute to continuous improvement initiatives by identifying process efficiencies and supporting benefits tracking.
- Any other tasks reasonably requested by your line manager.

Location-Specific Information

You will be based at our National Office, Bristol with flexibility for blended working. Expectations of at least one office day per week.

Skills, Knowledge & Experience

Essential:

- Experience in an administrative or business support role, in any organisational setting.
- A high level of accuracy and attention to detail when working with data and documentation.
- Strong written and verbal communication skills, with the ability to explain information clearly.
- Confidence using IT systems, including Microsoft Office applications (e.g. Outlook, Excel, Word).
- Ability to work collaboratively within a team.

Desirable

- Previous experience working in a procurement, commercial, finance, or contract related environment.
- An understanding of procurement processes, purchasing controls, or business systems.
- Ability to analyse information and produce clear, well structured reports or summaries.
- Experience supporting stakeholder engagement, guidance, or training activities.

Qualifications

Essential

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

Desirable

- A Level or Level 3 equivalent qualification.
- Working towards or interest in CIPS qualifications.