

Job description - Business support officer (PB6b)

Job summary

As Business Support Officer, you will play a crucial role in a team and/or project helping it run smoothly by providing administrative, logistical, and operational support.

Key responsibilities and accountabilities

- provide day-to-day administrative support on tasks such as conducting research, arranging meetings, maintaining accurate records, data input and contract management
- 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
- use bespoke internal financial systems to raise purchase orders; process invoices; balance and process the weekly cashbook; raise sundry invoices and audit monthly spend on Government Procurement Cards
- interrogate financial systems for ad hoc enquiries and problem solving
- support the development of systems and procedures where necessary to ensure efficiency, quality and cost effectiveness across the business support and administration function
- organising and controlling own workload ensuring deadlines are observed and duties performed efficiently
- answering telephone calls, booking meeting rooms, assisting visitors to the office, handling mail (physical and electronic, incoming and outgoing) and other general administrative tasks requested by Senior Managers

Any other tasks, reasonably requested by your line manager.

Location-specific information (optional)

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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
- experience in supporting colleagues in a team environment
- experience of working under pressure handling multiple tasks and prioritising your own workload

Desirable professional and technical experience

- ability to analyse data
- experience supporting creating reports and presentations
- proven working experience of SharePoint
- financial administration experience

Qualifications

Essential

- a GCSE in Maths and English or functional skills equivalent

Desirable

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