



Business Support Officer

Job Description

Role Purpose

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Work within the framework of Action for Children's policies and procedures to provide an effective, efficient and proactive administrative support service to meet the needs of operational teams to achieve their agreed service objectives.

In this role, you'll be responsible and accountable for:

1. Working collaboratively as part of a team or individually to provide a range of administrative and front of house support tasks utilising organisational policies, procedures and digital systems.
2. Retain current and accurate records of financial transactions, through the input and retrieval of data through information systems, including but not limited to the payment of invoices, purchase orders, petty cash, on-line payments and P cards.
3. Organising and progressing the full range of activities associated with the management and provision of business meetings, ensuring efficient and effective planning, addressing timelines, notifying participants, venue\location (including use of digital technology), refreshments, agenda preparation, minuting and progress chasing agenda items and follow up actions.
4. Providing written, verbal and e-correspondence, as directed by management and operational colleagues, ensuring prompt, courteous and appropriate responses.
5. Undertaking desktop research on behalf of colleagues and management to inform responses to correspondence received or to enable the completion of specific reports.
6. Producing or supporting the production of presentations, written and financial reports for management, including formatting of information and data, which is consistent with organisational and regulatory standards.
7. Maintaining and supporting the development and maintenance of management information systems to extract, track and present accurate data. To also be responsible for the quality, accuracy and timeliness of data inputted and contribute to improvements to the quality and availability of the data.
8. Maintain and extract to inform and contribute to financial reporting and progressing financial data, ensure compliance with agreed policies and procedures.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: Version:

To do this, you will have:

Qualifications:

1. Minimum of Business Administration S/NVQ Level 2 or equivalent relevant qualification or work experience (see job advert for specific requirements)

Skills, knowledge and experience:

1. Demonstrable interest and experience of using computers through a business network running MS Windows and Office applications, email and the Internet.
2. Confident and effective with both written and verbal communication, including to prepare and present reports.
3. Ability to prioritise and manage work.
4. Confidence with figures and applying literacy skills, to communicate effectively with a range of individuals/teams.
5. Ability to work in an office to provide administrative and office services, in a safe, confident and professional way to meet the demands of the role.
6. Experience of working within a team environment, demonstrating tact and diplomacy with other members of staff and where necessary to direct and guide.
7. Deliver task(s) and within agreed quality and timescales.
8. Attention to detail and willingness to learn new processes and demonstrate good practice to others.
9. Ability to liaise with senior external stakeholders to co-ordinate key activities.
10. Ability to present a range of information in a variety of formats to different audiences and within hierarchy.

Don't meet every single requirement?

If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

What else?

- Demonstrable flexibility to work to meet the needs of the service and undertake such tasks that occasionally occur within the purpose of the post
- Demonstrates commitment to personal development and undertaking relevant training
- Promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.
- If you're appointed, you'll need to have a disclosure check.

For completion by the Reward Team:

Operational Job Title: Business Support Officer

Panel approval: Reward Team

Job Family: Business Support

Panel date:

Grade: 6

Payscale Ref: BS61

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