

## BRIGHTON & HOVE CITY COUNCIL

### JOB DESCRIPTION

<b>Job Title:</b>	Business Support Officer
<b>Grade</b>	Scale 4
<b>Reports to:</b>	Deputy Head of the Jeanne Saunders Centre Nursery
<b>Department:</b>	Families, Children and Learning; Education and Skills, Early Years, Youth and Family Support
<b>Section:</b>	PRESENS @ The Jeanne Saunders Centre

### Purpose of the Job

This post is an integral part of the service ensuring the delivery of high quality support, learning, and assessment to children and families of young children with special educational needs and other professionals by:

- Providing efficient and effective administrative support within the centre to assist in the delivery of a first-class service to children and families.
- Providing effective financial support in the provision of monitoring, budget preparation, budgetary control and financial management data to the Deputy Head of the Centre.
- To process all the financial transactions to ensure the smooth running of the service

You will need to be highly organised and have an ability to work both independently and as part of a team. You will also need to enjoy solving problems and managing an evolving workload so computer literacy, knowledge of software programmes and good time-management skills are essential.

### Principal Accountabilities

#### Administrative:

1. To be the first point of contact for visitors, email and/or telephone callers, including centre based staff, external agencies and families. Deal appropriately with all requests for information within this and take the necessary action when appropriate. Respond to messages &/or distribute letters and emails.
2. To prepare for and, where appropriate, attend a variety of meetings involving internal and external individuals and organisations. This may also include the production of training materials such as leaflets, posters, handouts, training packs, power point presentations and video clips.
3. To operate computerised information systems to access, input, update and retrieve data to ensure that accurate information, including that required for statutory purposes, is recorded and accessible when required.

4. To set up, maintain and update service related filing systems, including team databases, operational instructions and other information. Monitor quality control of files, archive closed files in accordance with agreed standards and procedures and ensure that all data is available on request and easily retrievable.
5. Support with general administrative tasks as and when required eg maintaining staff, children and visitor registers, verifying and copying documents such as staff DBS forms, qualification certificates and identification documents, recording of medical information and so on to ensure compliance with statutory duties

### **Financial:**

1. To support the Head of Centre to formulate, monitor and analyse the Centre's budget, including producing financial reports to accurately predict the service's current and future financial position and support with budget closedown.
2. To be responsible for processing financial transactions, including raising purchase orders; payment of invoices; administering an Imprest Account. To ensure processes are carried out in accordance with the relevant budget procedures.
3. To maintain stocks of stationery and forms and placing orders for supplies and services as required – sourcing as necessary.
4. To locate and resolve financial errors and discrepancies in liaison with HR, Finance and Payroll to ensure staff payments are correct and the budgets provide an accurate reflection of such payments.

### **General Accountabilities**

To uphold the Council's policies including policies for anti-discriminatory practice and equality of opportunity and Health and Safety requirements, particularly with regard to agreed codes of practice and safe methods of working.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.



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### PERSON SPECIFICATION

<b>Job Title:</b>	Business Support Officer
<b>Reports to:</b>	Deputy Head of Service
<b>Department:</b>	Families, Children and Learning; Education and Skills, Early Years, Youth and Family Support
<b>Section:</b>	PRESENS @ The Jeanne Saunders Centre

#### Essential Criteria

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"><li>• Education to minimum GCSE/O Level standard in English and Maths or equivalent level</li><li>• Knowledge of operating financial accounting systems.</li><li>• Knowledge of raising and processing orders, invoices and petty cash</li><li>• Knowledge and experience of using Microsoft Office and Excel</li><li>• To have a good understanding of working in a confidential environment with working knowledge of data protection legislation.</li></ul>
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<b>Experience</b>	<ul style="list-style-type: none"> <li>• Evidence of relevant administration including working in a busy office environment dealing with varied staff, visitors and telephone enquiries</li> <li>• Experience of budget preparation, budgetary control and financial accounting procedures.</li> <li>• Experience of working within a confidential environment</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to develop effective management and financial reports using Excel and business systems.</li> <li>• Ability to collect, interpret and communicate data, including financial and statistical information.</li> <li>• Ability to effectively communicate financial information to Senior Management and non-finance staff</li> <li>• Ability to prioritise, manage own workload and meet tight deadlines</li> <li>• Effective communication skills and able to exchange information calmly and clearly both verbally and in writing</li> <li>• Good listening skills and the ability to act in a friendly, tactful, sensitive, efficient and supportive manner.</li> <li>• Good numerical and literacy skills</li> <li>• Good IT skills, e.g. to work with spreadsheets and databases, update information and correspondence using word processing applications.</li> <li>• Able to work accurately and with attention to detail.</li> <li>• Able to deal with some complex queries and know when to refer to more experienced/senior staff including those which might require some investigation to resolve.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.</li> </ul>
<b>Other Requirements</b>	