

## A Day in the Life.....

### **Business Support Officer – Growth & Regeneration**

This post is located within a busy team based in Civic Centre 3 but is a hybrid role with homeworking part of the time.

You will provide support to several teams across the Directorate including Capital Delivery, Major Projects, Housing Growth, Business, Employment and Planning.

The role involves the use of a range of software and databases. The primary database used in the department is SAP, however, you may be required to use other systems such as Outlook, Teams, Word, Excel and Skype. Whilst full training in the use of these systems will be provided, strong IT skills are essential, as is the ability to pick things up quickly.

This role is finance-orientated, and the primary duties include creation of purchase orders in relation to Housing Growth, Town Centre Developments, and Consultancy projects.

You will provide support to a wide range of internal and external customers, so well-developed customer care skills are required. The ability to communicate clearly, both verbally and in writing, is also essential to this role.

You will undertake a range of duties of including the following:

- Raising orders and paying invoices using the SAP system and liaising with HD One (the corporate team processing financial transactions).
- Dealing with vendors – including setting up on SAP and dealing with invoice queries.
- Raising and issuing debtor invoices and credit notes using the SAP system.
- Investigating and resolving queries which appear in the SAP Portal Inbox.
- Undertaking processing of accruals at financial year end.
- Use SAP Business Intelligence to produce reports.
- Providing general administrative support to colleagues in a variety of teams, including word processing, data input and the collation of information.
- Managing a group mailbox – directing and responding to enquiries.
- Provide support and advice to colleagues in different teams.
- Dealing with digital post and emailing to relevant teams.
- Assisting with the organisation of meetings.