

Job Specification

Job Title: Senior Business Support Officer

Grade: Indicative WY04

Job Evaluation Code:

Reporting to:
Finance Manager

Manager's Grade:

Location: Morley

Service Area: West Yorkshire Joint Services - Resources

Work style: Office Based

Overall Purpose of the Post:

To be responsible for the efficient and effective management and operation of the Business Hive (meeting room hire facility) and to provide business, clerical and administrative support to the Finance Manager and Business Support Manager.

Requirements for the post.		
	Essential	Desirable
Qualifications/ Training	Minimum 5 GCSE passes (grades A to C) including English & Mathematics.	NVQ level or equivalent qualification in events, hospitality or similar/related discipline. Knowledge of effective meeting room and events coordination and administrative processes.
Knowledge	Extensive computer literacy with experience of Microsoft Word and Outlook. A high level of expertise in Excel, and experience of using other bespoke databases.	Computer skills based qualification.
Experience	Experience of working in a busy office environment as part of a team. Previous experience within a local authority or similar organisation.	Experience of working in an events, meeting room hire environment or similar including client liaison. Experience of managing attendees and delegates on meeting and event days.
Physical Skills	With the assistance of facilities ensure that all rooms are fit for purpose, are secure and meet the required health and safety and food standard safety requirements and layouts, equipment, furniture and other aspects of meeting room hire are in line with client requirements.	
Competencies:		
Focus on Customers and Clients	An appreciation of a commercial environment ensuring meeting rooms meet market demands, liaising with clients on an ongoing basis and ensuring maximum client value is achieved.	With the support of the Finance Manager ensuring that quotations and leads are followed up effectively to achieve occupancy level and income targets.
Performing in your role	Ensure that all information and documents are recorded accurately and timely contributing to the overall effectiveness of the office administrative tasks.	

Personal Effectiveness	Ability to be self-motivated and show initiative and able to provide a supporting role that meets tight deadlines under pressure.	
Successful team and partnership working	To work effectively as part of Resources team, supporting the services Business Hive clients to ensure the successful outcome of all events and meetings.	
Decisive problems solving	Post-holder will be required to make routine operational decisions regarding the Business Hive, administrative functions and matters relating to client use and requirements, in accordance with key result areas below.	The Post-holder may refer decisions to senior officers regarding complex issues. The Post-holder will assist the Finance Manager in achieving the Service's key results as contained in the Service Business Plan.
Continuous improvement	The Post-holder will work with relevant managers and WYJS staff to ensure a proactive approach to ensuring an efficient and effective operational service.	

Key Outcomes/ Activities

The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

1. Support the Finance Manager in the provision of financial and management accounting to WYJS.
2. Process the preparation of debtor accounts, liaising with the Support Servicing Authority in respect of bad debts.
3. Reconcile on a regular basis the Business Hive's income account and submit returns to the Finance Manager.
4. Process and monitor transactions and download monthly transactional reports on Agresso (or any other financial database) in support of operational service areas.
5. Ensuring an effective, flexible and responsive service whilst achieving satisfactory outcomes for West Yorkshire Business Hive customers.
6. Efficient organisation, coordination and delivery of meeting room requirements, including room set, catering, equipment etc. and general facilitation of meetings room hire.
7. Ensure meetings and events are arranged and prepared for in a timely manner, making sure routine enquiries are responded to and resolved appropriately. A friendly and professional customer service is provided to all visitors and users of the Business Hive.

8. Work is scheduled to meet agreed targets, deadlines and service standards as set by the Finance Manager and Service Head.
9. Support the Business Support Manager, provide support and take notes for meetings and work with the Business Support Officers to ensure a high level of administrative support is delivered to all departments.
10. Liaise with the Business Support Manager and Finance Manager to ensure that appropriate cover is in place when the Senior Business Support Officer is unavailable to cover the duties above.
11. The Senior Business Support Officer role may also cover some generic duties across WYJS during busy periods including Reception duties.
12. The Senior Business Support Officer role may also provide cover where appropriate when the Business Support Manager is unavailable.
13. The post holder's duties must at all times be carried out in compliance with the servicing Authority's Equal Opportunities Policy.
14. The post holder's duties must at all times be carried out in compliance with all employment, Data Protection and Freedom of Information legislation requirements, as detailed in the Employee Handbook.
15. Ensure the health and safety of all staff and resources within the post-holder's area of responsibility, i.e. delegated responsibility in relation to the nature of the post holder's duties and personal responsibilities as per Sections 7 and 8 of the Health and Safety at Work Act 1974. These include the provision of protective clothing, Health and Safety Instruction etc.
16. Such other duties at a comparable level of responsibility relating to the work of the Division as may be required in support of the Business Support Manager and Senior Finance Officer.

Responsibility for Resources

Employees (Supervision): Business Support Officers

Financial: Nil

Physical: Nil

Customers and Clients: External clients, organisations and other associates relating to the use of the Business Hive.

Internal Contacts: WYJS Officers and officers of the Support Servicing Authority.

External Contacts: Businesses, representatives, and others as telephone callers and/or visitors to the Service.

Working Conditions: Office Based

Characteristics of the post:

The post holder will need to:

- Demonstrate effective time-management both in terms of post holder's own workload and managing client expectations
- Demonstrate full understanding and adherence to services policies and procedures.

The employment checks required are:

- Evidence of entitlement to work in the UK
- Evidence of essential qualifications – see page 1 of this job specification
- Two satisfactory references
- Confirmation of medical fitness for employment

Date completed: 12 August 2020 (by KP)