

Job Description and Specification

Job Title: Business Support Officer

Reference: FAFI4284

Service: PATROL

Grade: 5

Reports to: Finance Manager

Location: Hybrid

DBS: No

Your job

You will provide a comprehensive, centralised service for travel and accommodation requirements, maintaining accurate information and monitoring systems, ensuring strict adherence to confidentiality and assisting other members of the team with ad-hoc duties, as required. You will also lead on maintaining the customer relationship management (CRM) database for external stakeholders (with the exception of the Joint Committee membership), ensuring that information is up to date and relevant for use within other teams.

In this job you will

1. Undertake a rolling programme of updates to the stakeholder database, verifying contact details on an annual basis and ensuring that contact lists are accurate and categorised by communication method and purpose. Advise all internal parties of any changes, or anomalies.
2. Undertake a range of financial transactions on behalf of the service in accordance with financial regulations through PATROL's Finance and Procurement processes. Maintain financial records for the service in accordance with financial regulations. Assist with other finance processing at times of peak workload.
3. Undertake the key role in event administration, which includes all venue hire, catering, equipment and travel bookings associated with the programme of stakeholder workshops (and other events), and the PATROL awards programme.
4. Liaise with contractors, venues and third parties in the administration of events, seeking individual and dietary requirements, assisting with the preparation of materials and organising all booking arrangements to ensure they meet the expectations of attendees.

5. Facilitate transactional processing of credit card payments, where required by other managers, in line with policy and budgetary constraints. Keep accurate records and assist with the financial reconciliation of credit card invoices.
6. Monitor expenditure on external affairs and review and authorise associated expenses, ensuring that all requests are in line with budgetary constraints and any deviations reported.
7. Administer telephone enquiries and correspondence on behalf of the service. Liaise with internal and external customers to provide a main point of contact for the service, ensuring that enquiries are dealt with efficiently and effectively and any appropriate action or escalation is taken, where required.
8. Provide administrative support in the preparation of event and meeting materials. Book travel and accommodation, distributing travel documents and arrangements, while ensuring adherence to policy. Contribute to the development of new procedures and techniques to improve the efficiency and effectiveness of the service.

The job holder may be required at any time to undertake any work up to and/or at a level consistent with existing responsibilities. These tasks may be at any location to ensure the effective deployment of labour, materials, transport and equipment to meet daily service requirements.

In this job you will need

CRITERIA	DESIRABLE	ESSENTIAL	METHOD OF ASSESSMENT
Qualifications		Educated to A-Level standard or equivalent.	
Experience		<p>Experience of a CRM and other project management tools, such as Trello.</p> <p>Strong administrator.</p> <p>Highly organised.</p> <p>Extensive previous experience of administrative work.</p>	Can demonstrate by example at interview is able to work independently.
Technical, Specialist or Job-Related Knowledge		Budget monitoring, investigating, highlighting and resolving discrepancies.	
Theories, Techniques, Concepts	Intermediate user of Microsoft applications and CRM software.		Previous experience of CRM software, or similar.
Procedures, Policies, Legislation, Organisational Structures	Understanding of financial standards and the correct application of Cheshire East Council and PATROL Joint Committee procedures to financial duties undertaken.	Extensive experience of working in a finance / administrative office environment.	

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<p style="text-align: center;">Skills and Aptitudes</p> <p><i>(e.g. Operation of Equipment and Machinery, Languages, inc. Foreign and Sign Language)</i></p>		<p>A strong administrator.</p> <p>Highly organised.</p>	
<p style="text-align: center;">Other Requirements</p>			