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| **Job Title** | Business Support Assistant |
| **Department** | Business Services |
| **Job Grade** | EO |
| **Responsible to** | Head of Business Services |
| **Purpose of the job** | The business support team ensures the effective delivery of all internal support services and those provided through shared services agreements.  Support services include governance, finance, commercial, risk management, HR, IT, office and buildings management.  The post will provide administrative support across the whole team providing proactive forward thinking, well planned, organized and controlled support at pace in order to ensure effective delivery of support services across the office. |
| **Specific duties** | **Finance, Procurement and Audit**  Support administration processes for:   * Finance activities including, raising and amending purchase orders, processing invoices, making payments to suppliers, investigating unclear invoices to identify the relevant budget holder, monitoring Government Procurement Card spend and reconciling spend against purchase orders. * Procurement activities, including the publishing of tenders, collating answers to questions from tenderers securing responses from project leads, arranging the publishing of Q&A documents on Contracts Finder, collating the paperwork for tenderer submissions; producing shortlist packs; arranging interviews where appropriate; maintaining the Contracts Register; ensuring all procurement folders and records are kept up to date. * Internal and external audit activities, review advance requests from auditors, support the creation of an action plan including timelines for when information needs to be found and sent, preparing files and folders ready for inspection.   **General Duties**  Have overall responsibility for post management, supported by the Business Administration Apprentice, opening, actioning or distributing as appropriate.  Answering the reception telephone promptly and courteously, ensuring that calls are transferred to the correct extension or taking messages when recipients are not available, supported by the Business Administration Apprentice.  Informing the main reception of external guest appointments and collecting guests from reception.  Monitoring the various business support email inboxes including the procurement and recruitment inboxes.  Preparing papers for meetings, photocopying, laminating and binding.  Manage meeting rooms, ordering and setting up equipment and refreshments as required.  Maintain stationery inventory ensuring there are adequate stocks and order supplies as necessary.  Provide ad hoc support to the Business Support Advisers and other members of the Business Services Team as and when required.  Booking train, hotel, flights and taxi travel as requested, maintain accurate records of bookings made against projects or administration budgets;  reconcile Redfern invoices.  Main contact for IT / equipment ensuring that log-in details and laptops are available for new starters. Escalating calls when necessary.  Maintain the inventory of IT assets.  Assist in the review of OCC’s record management system. Implement any changes and manage the business team shared folders. |
| **Changes** | This is a description of the job as it is presently constituted. It is OCC’s practice to periodically review job descriptions and to update them from time to time. This process will be conducted in consultation with you. It is the aim of OCC to reach agreement on any changes but if agreement cannot be reached, it reserves the right to insist on such changes, after consultation with you. |
| **Date** | November 2017 |

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|  | Essential | Desirable |
| Knowledge | * 5 GCSEs or equivalent | * A degree or equivalent * Knowledge of Government |
| Experience | * Relevant administrative and organizational experience | * Project Management |
| Skills | * Competent in the use of Microsoft office/ in-house systems with intermediate excel skills. * Highly numerate, enjoys working with numbers, with a very good attention to detail and a thorough approach to generating and checking documents. * Very good analytical and problem solving skills. * Good written and oral communication with excellent listening and recall skills. * Good organizational skills, being efficient in prioritizing, planning and monitoring of workflows/loads and the ability to   work independently. |  |
| Abilities | * Ability to initiate and develop effective relationships with colleagues and work collaboratively with Stakeholders. * Ability to use discretion and diplomacy, and to demonstrate sensitivity when handling confidential information. |  |
| Essential personal qualities | * Drive and commitment to producing high standards of service with real attention to detail, customer care, and an ability to deal effectively with the conflicting demands of various stakeholders. * Understanding of (and commitment to) equality and diversity issues. | * Appreciation of what is important to children and young people and the issues confronting them. * Flexible team-working approach. |