



## **Job Description and Person Specification**

### **Job details**

Job title: Business Support Officer  
Grade: NNCSCP05  
Reports to: Communities & Wellbeing Project Manager  
Responsible for: N/A  
Directorate and Service area:  
Adults, Housing, Communities & Wellbeing

### **Purpose of the job**

- To provide effective business support and financial administration support to the refugee resettlement and relocation programme across North Northamptonshire.
- Providing day-to-day financial and administration services for the refugee programmes.
- Delivery of an effective and appropriate service to all customers, fairly and without discrimination.

### **Principal responsibilities**

1. Responsible for financial administration relating to the North Northamptonshire Council's refugee and resettlement programme.
2. To maintain accurate customer records of financial support provision ensuring effective communication across all related teams and external partners.
3. To input/retrieve data on computer records of service requests, enquiries and actions.
4. Assist the Communities & Wellbeing Project Manager and Strategic Lead with routine administrative and operational tasks, including purchasing, preparation of invoices, financial record keeping and liaison with suppliers and contractors.
5. Assist with the preparation of documents and other administration/financial related tasks.
6. Collecting, interpreting, and reviewing financial information and producing financial reports related to budget, account payables, account receivables, etc.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### **Special features of the post**

This post requires satisfactory clearance of a basic Disclosure and Barring Service (DBS) disclosure.





## Person Specification

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	AAT Level 3 (Intermediate) or equivalent. NVQ Level 3 in Business and Administration or equivalent qualifications.	
Experience and Knowledge	Experience in delivering a high-quality financial service. Experience of administrative work, including maintaining spreadsheets or databases, writing emails, and producing summary information from MS Excel. Experience of working in teams and delivering services to customers. Knowledge of using computerised accounting packages. Experience in local government, voluntary or commercial sectors. Experience of working without supervision and under pressure. Experience of working to challenging targets and managing a demanding caseload to plan and priorities effectively in order to achieve and meet deadlines.	Experience of using ERP Gold.
Ability and Skills	Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook. Excellent communication skills (verbal and written), good telephone skills with a range of customers, including those where English is their second language. Ability to seek, retrieve and collate information from a variety of sources and make judgements.	

Attributes	Essential criteria	Desirable criteria
	<p>Planning and organising own workload to meet deadlines and maintain accurate accounts.</p> <p>Ability to investigate and resolve queries, particularly from the budget holder and Senior Finance Business Partner.</p> <p>Excellent numerical skills &amp; ability to analyse spreadsheets.</p> <p>Excellent attention to detail.</p> <p>Fair and objective decision-making ability.</p> <p>Tact and empathy.</p> <p>The ability to work well individually and part of a team.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Driven by customer excellence.</p> <p>A commitment to equal opportunities and social inclusion.</p> <p>Flexible attitude to working hours and to be prepared to work outside normal office hours on occasion according to the needs of the service.</p> <p>Must be able to travel throughout the county using own transport.</p>	