

## **Job Description and Person Specification**

### **Job details**

Job title: Business Support Officer (Development Liaison)

Grade: NNCBAND02 £25,119 – £25,545

Reports to: Development Liaison Manager

Directorate and Service area: Place and Economy - Highways and Waste

#### **Purpose of the job**

To provide technical, finance, and administrative support to the Highway Development Liaison team and wider highway teams as part of the Business Support function. Specific tasks include processing, reconciliation, scrutiny, audit and monitoring of payments and income; record keeping and data management for Highway Adoption and Agreement transactions and associated projects; use of the 'Unit 4' ERP system including to support wider highways teams, data entry onto the spreadsheets and systems and general admin support as well as response to general enquiries and / or complaints as appropriate.

### **Principal responsibilities**

1. Checking, reconciliation, and processing financial transactions associated with Development Liaison functions and wider highway teams including invoicing, receipting and processing of fees, contribution sums, financial, securities and other related administrative duties.
2. Use of the Council's finance and purchasing systems, such as ERP, to raise orders, set up suppliers, check, process and receipt orders for goods and services, sales, raise invoices for services and rechargeable activities, raise journals, interrogate ERP for information, open orders reporting, and generally completing actions which will assist budget managers to monitor and control their budgets.
3. Setting up simple ad hoc spreadsheets, maintaining and updating information on excel spreadsheets and databases to support the team with performance information and budget management.

4. Be the first line of contact to the public and for internal and external enquiries, queries and assisting with the preparation of responses to other enquiries and complaints, ensuring all calls are actioned in a timely and effective manner.
5. Collating and inputting information and data into spreadsheet and other systems recording Application consultations, responses and associated data preparing performance reports as necessary.
6. To provide general administrative support to the Development Liaison, Highways and Waste Management team, including printing, photocopying, scanning documents, word processing, ordering stationery, distribution of post, maintenance of the photocopier & printer.
7. To attend meetings as and when required for the purpose of taking accurate minutes, and following the meeting to finalise the minutes, ensuring all decisions and actions are captured, and that the minutes are free from typographical and grammatical errors.

### **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.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	GCSE Maths and English	Essential
Experience and Knowledge	Good computer literacy, familiarity and experience with Microsoft Office, including the use of spreadsheet applications to maintain databases, statistical or financial information	Essential
	Previous finance experience including the processing of invoices, raising and receipting orders, interrogation of orders and resolution of queries, preferably on the ERP oracle system, or similar	Essential
Ability and Skills	Excellent organisation skills and self-motivation.	Essential
	Effective interpersonal skills and the ability to liaise effectively with a wide range of people in order to develop and maintain positive professional relationships and good customer care	Essential
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential