



Job Description

Job Title:	Senior Business Support Officer
Qualifications/ Experience:	Demonstrable experience essential
Rate of Pay:	£23,000 fte
Hours:	21-28rs pw, flexibility for the right candidate
Responsible to:	Head of Business & Finance Services

Job Purpose:

Working as part of the central business & finance team providing support to the Head of Business & Finance Services and the wider organisation. Working across functional areas of business support, finance, HR/personnel, digital and data, as well as with our colleagues in play, café and early years. This role will be based primarily at the Jeely Playzone premises however the job will require you to work from the Jeely Early Years site as work demands. This position is office based however there may be occasions where home working for certain tasks may be considered.

Key Objectives:

- To participate in supporting the Business & Finance Service in ensuring compliance and best practice across business operations of the organisation – Finance, HR, Data & Digital, General Business Support etc
- To lead on carrying out the organisation's centralised support operations are carried out effectively and efficiently, and always under the direction of the Head of Business & Finance and in partnership with other departments.
- To fully participate in meeting the needs of the organisation – ensuring that our processes, practices and systems are fit for purpose on an on-going basis
- To actively participate in contributing to on-going best practice across all activities, ensuring you assist staff from other teams to contribute to the same.



Duties & Responsibilities:

Office | Business support

- 1 To train, supervise and support any trainees into clerical positions to provide office support services, including a duplicate provision at our Early Years site
- 2 To ensure sound office provision exists for our two main sites of work - Playzone and Early Years Nursery (office machinery, supplies, phones, visitors, basic clerical support etc)
- 3 Administer and reconcile small cash accounts, taxi requests, mileage claims etc
- 4 Assist with weekly banking duties across both the Playzone and Nursery ensuring that controls and checks are in place and followed
- 5 To support staff to use and improve their own practices across our business & finance areas

HR & Payroll

- 1 To carry out necessary routine & ad-hoc tasks in relation to our employee(s) life cycle – from recruitment, on-boarding, movements during employment and leavers.
- 2 Maintain our absence management process and system ensuring accurate and timely recording and management information output
- 3 Play a lead role in the initial transfer from paper to digital employee records and thereafter maintaining digital personnel processes and systems including the employee database
- 4 Maintaining timesheet systems and assisting team staff in proper use of timesheet systems
- 5 Liase with our external payroll provider, performing tasks relating to payroll inputs including the preparation of the 4 weekly payroll file
- 6 Assist with payroll output tasks including analysis of payroll and other necessary processing and updating

Finance and Funding

- 1 Assist the Senior Finance Officer and Head of Business & Finance Services in their finance and accounting duties
- 2 Assist other Head Office staff where required
- 3 Assist in the matching, coding and checking of purchase orders, invoices & statements in relation to ordering and suppliers across the organisation
- 4 Assist with finance, funding and accounting tasks – both routine and ad-hoc

Data & Digital

- 1 Actively contribute towards best practice and compliance across data protection in relation to records and information management
- 2 Assisting staff and teams in relation to best practice in records and information management – by way of on-going practical help and support
- 3 Assist with our continuing movement towards working digitally, championing best practice in your own duties and assisting other staff
- 4 Provide support within the IT function to the Head of Business and Finance and liase with external IT network support
- 5 To provide support across our information systems including but not limited to website, social media, MS office, Sage and any other systems or software in place

General

- 1 Play a pivotal and key role in the on-going transformation and improvement of business processes, forms and systems across all areas
- 2 Any other reasonable duties requested



Person Specification

ESSENTIAL

At least 3 years administration/business support/office manager experience
Good all-round IT and digital experience and skills
Previous demonstrable experience of MS Office/Office 365 including SharePoint
At least intermediate level of Excel
Evidence of recent and relevant training
Willing to undertake training when required
Willingness to manage trainees
Excellent written and verbal communication skills
Good organisational and analytical skills
Ability to manage a diverse workload
Ability to prioritise workload

DESIRABLE

Experience of the charity sector
Experience of managing personnel related matters eg sickness, pay related matters
Experience of processing financial paperwork
Experience of Xero or other specialised software packages
Application of data protection principles in the workplace
Experience of supporting others in the workplace
Sense of humour