



## Job Description

<b>Job Title</b>	Business Support Officer		
<b>Grade and Salary</b>	G5: £27,114 to £28,125 per annum		
<b>Location</b>	Horspath Road		
<b>Service Area / Directorate</b>	Property Services		
<b>Responsible To</b>	Business Support Lead/ Customer Services Lead	<b>Direct Reports</b>	N/A
<b>Budget (£)</b>	N/A	<b>Assets</b>	N/A
<b>Rehabilitation of Offenders Act 1974</b>	Not Exempt	<b>Additional Screening</b>	N/A
<b>Candidate Screening</b>	Not required		

### This job is 'doing good' by

- To carry out administration for sub-contractor purchase ordering and general financial tasks for Operations Support for Property Services. Liaise directly with sub-contractors and ensure invoice problems are dealt with efficiently and paid within the specific timescale.
- To deal with queries from the Oxford City Council Contact Centre team, OCC Tenants and external customers and ensure that good customer service standards are maintained at all times in accordance with the teams local KPI's.
- As require provide full and efficient back office administrative support to the operational teams to ensure the effective running of the business, including the inputting of relevant data and updating of records on a range of bespoke systems.
- Raise works orders & help arrange appointments for our operational teams.

### Responsibilities and main duties

- To deal with Sub contractor order raising and purchase order financial completions (duties will be segregated).
- Prepare purchase order invoices for processing by checking price, check for numeric accuracy, include correct accounting codes and obtain appropriate authorisation for processing.
- Liaise directly with sub-contractors and ensure invoice problems are dealt with efficiently and paid within the specific timescale
- Work closely with other members of the Service Support Team to ensure Work in Progress is kept to a minimum.
- To carry out a wide and diverse range of functional support tasks as required and directed by the business.
- The postholder will need to be flexible and will need to cover for other Support Officers and participate in the office cover rota, both start and end of the day.
- Produce statistical information to support the service area regarding performance.
- When required deliver a full and efficient reception service, receiving members of the public and visitors to ODS in a welcoming and efficient manner, presenting a good impression of the Council at all times.

- The duties and responsibilities set out in this role profile are indicative of the role. They are however, subject to change and you will be required from time to time to undertake other duties commensurate with your grade.
- Continuously review, update and, where appropriate, create working procedures.
- Demonstrate and adhere to the ODS values which are Commitment, aspiration, respect, engagement and safety.

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## **Our commitment to Safeguarding**

ODS is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

## **Who we are looking for**

- GCSE Pass or equivalent at grade C or above (Maths and English).
- Excellent IT skills and proficient in Microsoft packages and resource planning systems.
- Experience of dealing with members of the public and customer liaison
- Demonstrate excellent customer care skills
- Developed communication skills.
- Able to learn quickly.
- Able to prioritise and reorganise workloads and demands for resource within the organisation.
- Results focused and committed to high personal standards and a desire to achieve and develop both self and others.
- Good interpersonal and organisational skills and ability to think analytically and logically when working with numbers.
- Enthusiastic with positive attitude to work; unafraid to challenge the status quo but risk aware; willing to add extra value to the service provided.
- Ability to work and keep calm under pressure
- Ability to communicate effectively both orally and written
- Experience with dealing with purchase orders and sub-contractors
- Invoicing and finance background
- Experience of Kirona DRS or other similar dynamic resource scheduling software (Desirable)