

**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL
JOB PROFILE**

DEPARTMENT: Corporate Resources	SERVICE GROUP: Facilities Management
POST TITLE: Business Admin Officer	REPORTS TO: Business ICT Systems & Information Manager
GRADE: Band 6	SAP POSITION NUMBER : 11008468

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

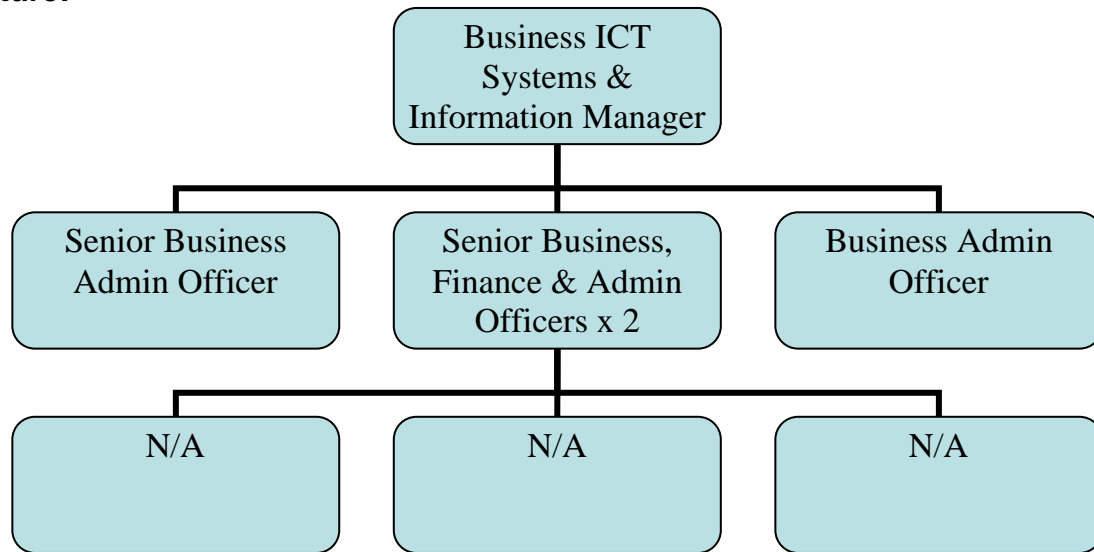
Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post: Max 3
<p>To assist the Senior Business Admin Officer in completing the body of work allocated by the Business ICT Systems & Information Manager. This could include finance, invoicing, school meal debt, ACIC support and general administration duties.</p> <p>The post holder will deliver the range of support services within Facilities Management in a way that is effective, efficient, methodical and meets scheduled deadlines.</p> <p>The post holder will ensure that the Council’s Standing Orders, Financial Regulations and Facilities Management administrative procedures and processes are adhered to. Ensuring that all work activities comply with best practice in respect of Information Security, GDPR, Data Protection and confidentiality.</p>

Main Responsibilities of Post: Max 15

- To raise SAP invoices, credits and to process journals for various catering and cleaning invoices including monthly / annual contract charges, function catering, ID badges and other one off events as required.
- Enter and process incidental trading and profit share reports termly, making BACS payments as necessary.
- Raise requisitions through the Council system (SAP), goods receipting where necessary once orders have arrived, clear blocked invoices and communicate with suppliers.
- To deal professionally with internal and external customers over the phone and via email using own initiative - forwarding any difficult or sensitive issues to the Senior Business Admin Officer.
- Work alongside the Senior Business Admin Officer to import, export and reconcile school meal banking for Primary and Secondary sites, dealing with any shortfall and discrepancies as they occur.
- Deal with school meal queries from parents, other catering expenses and make one of payments to schools as required.
- Enter meal numbers, checking the FM meal management system for discrepancies (including school holidays / open day etc) and notify managers of any shortfalls.
- Support the Senior Business Admin Officer in tackling school meal debts in a timely manner ensuring high levels of detail working in collaboration with the Area Catering Income Collectors and other Council parties (benefits teams etc).
- Raise miscellaneous invoices on SAP and deal with any queries for school meal debts as required following set procedures.
- To provide support to Senior Officers / Managers as required (including sending letters, assisting with training etc), ensuring the effective running of the business.
- Book taxi's with passenger transport as directed ensuring full costs are received after each journey.
- Arrange / set up security cash pick-ups with the cash office team for schools, informing them of any new arrangements / changes.
- To order, move and request safes, keys and drop boxes, checking invoices for incorrect charging.
- Order mobile phones / replacement phones as required, reporting and dealing with faulty kitchen phones and phone lines with ICT.
- Provide general administration support including – answering calls, scanning, shredding, laminating, booking meeting rooms, filing, storing / sending documents to Birkslands, securing of confidential waste, ordering footwear, maintaining stationary / stock levels, managing the post and envpacs for schools.

Structure:



Special Knowledge Requirement: Will be used for shortlisting. Max 10

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.

	Essential
Due to the Government's Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the <u>Advanced threshold</u> level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview).	X
Knowledge of IT software systems to include, all Microsoft office applications	X
Knowledge of financial systems including experience with ordering and invoicing	X
Knowledge of different Cashless Catering systems and Debt Management processes.	X
Able to deal with customers and clients professionally and politely both over the phone and via email	X
Able to construct and write letters / emails to staff and clients to a professional standard	X
Able to work on own initiative, meeting deadlines whilst delivering work output that is accurate and of a high standard in respect of literacy and numerously	X
Has a can-do attitude and adheres to the Bradford Behaviours	X
Complies with all requirements in respect of Financial Regulations, Information Security, GDPR, data protection and confidentiality	X

Relevant experience requirement: Will be used for shortlisting

The applicant is required to provide evidence of having previously spoken fluently to members of the public / customers in order to meet the advanced threshold level outlined under Special Knowledge above.
Demonstratable experience in financial / administrative work experience, to include the provision of financial or management information via electronic systems, supervision of trainees and work experience as and when required.
Experience of using SAP / other invoicing systems.
Relevant professional qualifications requirement: Will be used for shortlisting
NVQ Level 2 or equivalent in Business Administration or equivalent (Essential) or to complete within 1 year of commencing employment
MS Excel Level 1 (Essential) or to complete within 1 year of commencing employment
Level 1 & 2 in information security (within 1 week)
Core Employee competencies at manager level to be used at the interview stage.
Carries Out Performance Management – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.
Undertakes Structured Problem Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.

Management Competencies: to be used at the interview stage.
Operates with Strategic Awareness Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.
Delivering Successful Performance Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.
Applying Project and Programme Management Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.
Developing High Performing People and Teams Our managers coach individuals and

teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.

Working Conditions:

Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.

Special Conditions:

You will be informed outline if there is a requirement for the post to have recruitment check such as DBS, Warner Process.

- Occasional Out of Hours Working
- Full participation in ongoing Personnel Development as required by the service.

Compiled by:

Paul Charity

Date: 15th Oct 2018

Grade Assessment

Date:

18th Oct 2018

Post Grade:

Band 6