



City of Bradford Metropolitan District Council Job Profile

Reference Number	TO BE COMPLETED BY JEGS / HR
Role Title	Senior Service Support & Development Officer
Directorate	Assets and Facilities Management
Service Area	Built Environment
Reports to	Service & Workforce Development Manager

Role Purpose (maximum of 3 points, with no sub bullet points)

- Lead the delivery of operational financial, administrative and service support functions across Built Environment, ensuring accurate processing, control and reporting of income, expenditure and service requests in line with corporate policies and procedures.
- Provide professional and technical expertise in financial administration, systems management and performance monitoring, ensuring that service data, transactions and outputs are accurate, compliant and support effective decision-making.
- Manage service delivery resources and processes, driving continuous improvement, system development and customer service performance to support efficient and effective operational outcomes.

Duties and Responsibilities (maximum of 15 points, with no sub bullet points)

Team Management & Performance:

Manage and performance manage a team of Service & Support Development Officers, setting clear objectives, monitoring performance against agreed KPIs and service standards, and ensuring delivery of accurate, compliant and timely outputs through coaching, feedback and formal review processes.

Resource Planning & Workload Control:

Plan, co-ordinate and allocate workloads across the team, ensuring effective deployment of resources to meet service priorities, financial processing deadlines and customer service requirements, and adjusting allocations to respond to changing demand.

Helpdesk Service Delivery:

Manage the Built Environment Helpdesk service, ensuring that accurate, timely and relevant information is captured, prioritised and communicated to operational teams and customers, enabling effective service delivery across internal and external stakeholders.

Financial Control & Transaction Integrity:

Oversee and ensure the accuracy, validation and completeness of invoices and Applications for Payment (AfPs), maintaining financial control across a portfolio of approximately £10m–£15m annual expenditure, and ensuring compliance with Financial Regulations and KPI targets.

Purchase Order Management:

Manage the creation, monitoring and closure of purchase orders, ensuring accurate coding, appropriate approvals and alignment with procurement procedures, and maintaining accurate records of financial commitments and expenditure.

Supplier & Transaction Resolution:

Ensure timely resolution of outstanding financial transactions by liaising with suppliers, contractors and internal stakeholders to obtain required documentation, resolve discrepancies and maintain accurate financial data across systems.

Income & Debt Recovery:

Manage and co-ordinate the service's debt recovery processes, ensuring that outstanding income is identified, pursued and reconciled, and that financial records are accurate, complete and reflective of service activity.

Financial Compliance & Governance:

Ensure compliance with Contract Standing Orders and Financial Regulations, interpreting requirements and applying them to procurement activity, supplier engagement and financial processing, and addressing areas of non-compliance.

System Implementation (Concerto):

Lead the implementation and roll-out of the corporate Asset Management System (Concerto), ensuring effective adoption across internal departments and external customers, supporting configuration, data accuracy and alignment with operational and financial processes.

System Management & Improvement:

Support the ongoing development and effective use of corporate systems, including SAP and Concerto, through system testing, data cleansing and process improvement activities, ensuring system outputs are accurate, reliable and support operational delivery.

Management Information & Performance Analysis:

Produce, analyse and interpret management information, including financial reports, KPI data and Helpdesk performance metrics, identifying trends, issues and opportunities to support monitoring, decision-making and service improvement.

Training & Capability Development:

Develop and deliver training and guidance to staff on systems, financial processes and procedures, ensuring consistent understanding, accurate application and continuous improvement in service delivery.

Process Improvement & Service Development:

Identify, design and implement improvements to processes, procedures and working practices, enhancing efficiency, data accuracy, service quality and compliance with governance requirements.

Governance, Compliance & Information Handling:

Manage and co-ordinate governance and compliance activities, including DBS processes and responses to complaints, SARs and FOI requests, ensuring information is handled accurately, sensitively and in accordance with policy and legislation.

Stakeholder Engagement & Service Coordination:

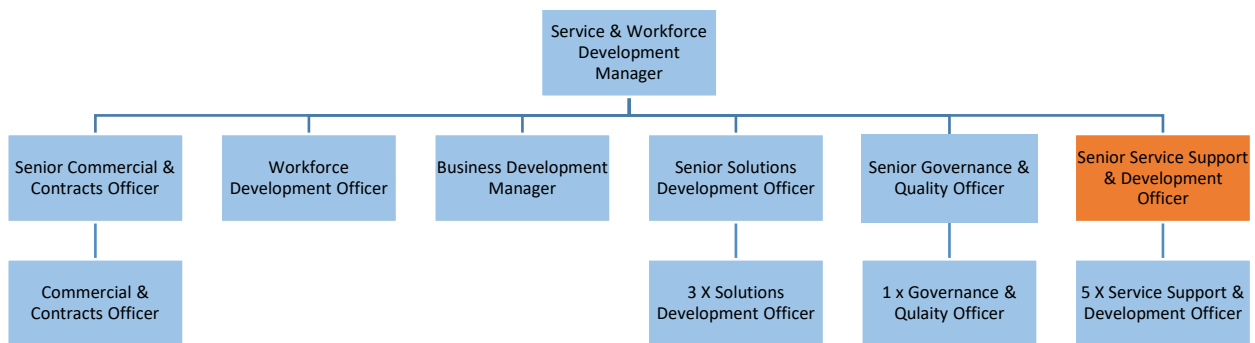
Maintain effective working relationships with internal teams, corporate services, suppliers and external stakeholders, ensuring clear communication, collaborative working and timely resolution of operational, financial and service issues.

Dimensions of role (direct or indirect as applicable) e.g. total number of staff managed, total budget, total scope of role

- Responsible for the management and performance of a team of **5 Service & Support Development Officers**, including workload allocation, supervision and performance monitoring.
- Oversees financial processing activities associated with approximately **£10m–£15m annual expenditure**, including invoices, purchase orders and Applications for Payment across multiple Built Environment service areas.
- Manages the delivery of the Built Environment Helpdesk service, handling **high volumes of service requests, transactions and enquiries** from internal and external customers.
- Supports and coordinates financial and operational data flows involving **hundreds of transactions and records per month**, ensuring accuracy and compliance for reporting and audit purposes.

- Leads the rollout and ongoing use of key corporate systems (including **Concerto**, SAP and related systems), ensuring adoption across multiple service areas and stakeholders.
- Influences service delivery and operational performance across a wide user base, including **multiple operational teams, suppliers and external partners**, through management of processes, data and system usage.

Structure Chart (showing direct reports)



Person Specification

Knowledge / Skills / Experience required

5 GCSE's (including Maths and English) or equivalent

or

NVQ level 3 or equivalent in a relevant subject

or

A minimum of 5 years experience of working in an office environment where giving regular support and advice to colleagues, and high levels of contact with the public and the provision of financial or management information through the use of electronic systems are regular features of the job.

Key benchmarked competencies, traits and motives required to successfully deliver the role These will support recruitment, succession planning, development and performance management		Essential
Health and Safety	Uses knowledge of Health, Safety policies, procedures and regulations including risks in own area of work	✓
IT Packages	Uses a range of complex IT packages relating to area of work	✓
Service Improvement	Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery	✓
Continued professional improvement	Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical /specialist area	✓
Communication	Knows and understands how to use, interpret, handle and communicate, often complex and detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face.	✓
Numeracy & Literacy	Demonstrates a high level of numeracy, literacy and accuracy across a range of activities	✓
Relevant Professional Qualification	5 GCSE's (including Maths and English) or equivalent or NVQ level 3 or equivalent in a relevant subject	✓
Carries out performance management	Covers the employees' capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	✓
Communicates Effectively	Covers a range of spoken and written communication skills required as a regular feature of the job. This 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. This includes planning and organising, self-effectiveness and any requirements to quality check work.	✓
Undertakes Structured Problem-Solving Activity	Covers a full range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. This 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.	✓
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.	✓
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.	✓
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.	✓

Applicants with disabilities are only required to meet the essential special knowledge requirements (clearly marked)

Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the postholder is required to meet the Lower threshold level.
You should be able to demonstrate that you can use a wide range of simple words and a standard English sentence structure to express and maintain a flowing conversation even though you pause to think of the correct words with the ability to express and make yourself understood (this will also be tested during the interview).

Completed by:	Steven Wilcock	Date:	07/05/2026
Quality checked:		Date:	