

ROLE PROFILE

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title	Business and Finance Support Officer		
Salary/Band	4	Hours	37
Location	Green Street Depot	Position Type	Full Time
Contract type	Permanent	Career Graded Post	No
Politically Restricted Post	No		

Generic Responsibilities

- To provide comprehensive financial and administrative support to all aspects of the Community & Environment (C&E) section's business administrative functions.
- To assist all section line managers with all budgetary and income control arrangements in line with all council standing orders.
- To report to the sections Commercial Manager and assist with all aspects of financial management across the C&E section, meeting all associated timescales.
- To lead and manage all administrative functions within the C&E section associated with establishment sickness, recruitment, and termination.
- To lead and manage the C&E business support team, dealing with all planning and employee related issues, and to ensure that the team support the operational functions of the section
- Work with the Commercial Manager to maximise optimum return in terms of service efficiency and effectiveness from the Customer Relations Management System (CRM).

Task Specifics

The "task specifics" is the non-contractual element of your post and is a more detailed description of the day-to-day activities which will be reviewed in line with the appraisal process and can change when priorities change

Job Purpose

- Undertaking all necessary budgetary control procedures within the C&E section.
- Assist the Commercial Manager with the monitoring of all income and expenditure.
- Provision of costing information to budget holders for operational decisions.
- Approving orders and invoices within agreed budget expenditure limits.
- Raising invoices in a timely manner.
- Providing all necessary information required to close the year end accounts in liaison with central finance department.
- Liaise with and assist central finance department to oversee budget setting process within C&E section.
- Provide year-end expenditure and assist with provision for earmarked reserves.

- To ensure all financial regulations and standing orders of the council are complied with, within the remit of the post.
- Lead administration functions in terms of operational staff establishments, sickness absence, and employee recruitment and termination.
- Provide day to day operational management of the sections business support team.
- Monitoring and management of the section's CRM to ensure optimum returns.
- Support the generation of income, reduction of debt and expansion of agreed business growth areas as per the sections business plan.
- Delivery of services for the Wyre Forest community and visitors across a broad range of areas.

Service to Customers

- To engage with members of the public through various communication methods including in and outbound phone calls, email, in writing, or in person. This would primarily be for matters escalated from the Business Support Unit.
- To support all C&E section managers – operational and senior – with business and finance administration.
- To actively engage with colleague across departments to find and develop business solutions.
- To, on occasion, deal with elected member queries and issues.

Business Improvement / Planning Responsibility

- To assist growth of commercial income as defined in the Medium-Term Financial Strategy.
- To identify effective policies, strategies, service plans, research, benchmarking, best practice, and performance management in collaboration with operational and senior management.
- To lead all general business development activities.
- To help facilitate an improved customer journey and maximising customer service performance.
- To assist the Commercial Manager in achieving all sections business management targets.

Managing Resources (People, equipment, buildings)

- Provide an assisting role with the section's income budget c.£5m
- Provide an assisting role with the section's expenditure budgets c.£6.5m
- Line management of Business Support Officers x6
- Line management of Cemetery Officer x1

Specific Knowledge and Skills required for this role:

- Excellent Communication Skills: Ability to communicate clearly and effectively, both verbally and in writing, to assist residents, customers and address their inquiries or concerns.
- Financial Processes: Significant experience working in a financial and administrative office-based role
- Capacity to understand customers' perspectives, demonstrate empathy, and remain patient, even in challenging situations, to provide exceptional service.

- **Problem-Solving Abilities:** Proficiency in identifying and resolving customer issues or complaints efficiently and effectively, finding suitable solutions to meet their needs.
- **Interpersonal Skills:** Capability to build rapport with customers, fostering positive relationships and ensuring a positive working environment.
- **Organisational Skills:** Ability to organise and prioritise tasks effectively, manage time efficiently, and maintain a structured workflow to meet deadlines and achieve objectives
- **Conflict Resolution:** Proficiency in resolving conflicts and disputes with members of the public in a calm and diplomatic manner, de-escalating tense situations and maintaining composure under pressure.
- **Time Management:** Ability to prioritise tasks and manage time effectively to handle multiple tasks promptly and efficiently.
- **Technology Proficiency:** Competence in using office software applications such as word processing, spreadsheets, email and other in-house systems.
- **Data Management and Reporting:** Skill in collecting, analysing, reporting and presenting complex data.
- **Leadership:** Ability to inspire, motivate, and guide team members towards achieving organisational goals, providing direction, support, and mentorship as needed.
- **Strategic Thinking:** Capacity to think strategically, anticipate future challenges and opportunities, and develop effective strategies to address them, driving organisational growth and success.
- **Teamwork and Collaboration:** Ability to work well as part of a team, collaborate with colleagues from diverse backgrounds, and contribute positively to a cooperative work environment.
- **Adaptability:** Flexibility to adapt to changing priorities, tasks, and responsibilities in a dynamic office environment, demonstrating resilience and a willingness to learn new skills.
- **Attention to Detail:** Keen attention to detail to ensure accurate documentation of information, minimising errors and discrepancies.
- **Knowledge of waste regulations/legislation and Environmental Protection Act.**
- **Project Management:** Proficiency in project management principles and practices to oversee department related projects, ensuring timely and cost-effective execution.

Education	Essential	Desirable	GCSE Level or Equivalent A Level or Equivalent Degree Level or Equivalent Other relevant qualification specific to the role (detailed in key skills)
	X		
		X	
		X	
		X	
Driving Licence	Essential	Desirable	Full UK Driving Licence Class 2 LGC Licence
	X		
DBS requirements		Not required for post Basic Enhanced Adults Enhanced Adults and Children	
	X		
Additional Special Requirements	Business Mileage It is desirable that the post holder provides an appropriate means of transport for use in connection with the duties of this post. Recompense will be at the rate as agreed by the Council. You may, therefore, from time to time be required to provide suitable vehicle and your car insurance should cover you for business use.		

	<p>DBS checks (include the appropriate statement that is applicable to the role)</p> <p>Disclosure Clearances – Basic</p> <p>Appointment to this post is subject to satisfactory clearance of a basic disclosure check (Disclosure & Barring Services (DBS)) under the Police Act 1997. Such checks are required for any post holder who will require access to systems containing sensitive data. You are required to notify the HR Team if you are subsequently arrested, or are being investigated, which would have an impact on your ability to continue to be employed within the role.</p>
Health and Safety (standard info not to be changed)	<ul style="list-style-type: none"> • To monitor and comply with Health and Safety of tasks and projects . • To assist with and undertake risk assessments, method statements, standard operating procedures. • As an employee you must comply with the requirements of the Health and Safety at Work Act 1974 and affiliated regulations. You are also required to comply with the Council's Health and Safety Policies and take reasonable care for the health and safety of yourself and of others.
Values and Behaviour (standard info not to be changed)	<p>Work to the Council's Values and associated Behaviours.</p> <p>We are Working Together</p> <ul style="list-style-type: none"> • We are one team, all working towards the Council's vision for the district <p>We are Fair</p> <ul style="list-style-type: none"> • We treat people fairly, we are inclusive and embrace our differences <p>We are Dependable</p> <ul style="list-style-type: none"> • We do what we say we are going to do, you can trust us to deliver on our promises <p>We put Communities first</p> <ul style="list-style-type: none"> • We listen, we set targets for ourselves and the services we deliver
Corporate Accountabilities (standard info not to be changed)	<p>Equality, Diversity, and Inclusion</p> <ul style="list-style-type: none"> • Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively. <p>Health and Safety</p> <ul style="list-style-type: none"> • To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate. <p>Information security and governance</p> <ul style="list-style-type: none"> • Manage information in line with the Council's policies, procedures, and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance. • Cyber Security Awareness <p>Safeguarding</p> <ul style="list-style-type: none"> • Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.