

JOB DESCRIPTION

Post Title: Business Support Administrator	Director/Service/Sector: Housing and Public Protection - Repairs and Maintenance		Office Use
Grade:	Workplace: Blyth Riverside Business Park, Cowley Road Depot.		JE ref: HRMS ref:
Responsible to: Scheduling Team Leader	Date:	Manager Level:	
Job Purpose: Dealing with the financial aspects of Repairs and Maintenance			
Resources	Staff	None	
	Finance	Raise purchase orders for external contractors to carry out work on behalf of NCC. Raise purchase orders for internal staff to obtain materials. Book in purchase orders checking payments are the correct amounts as quoted so funds are released. Journal Transfers.	
	Physical	Use of PC and shared responsibility for office equipment.	
	Clients	Extensive contact with customers, both internal and external, Members, Departmental Managers etc. Close working relationships with service managers and supervisory staff.	
Duties and key result areas: <ol style="list-style-type: none"> 1. Liaise closely with colleagues in Repairs and Maintenance to ensure communication is clear. 2. Work closely with stores to ensure Purchase orders are not raised for stockable items. 3. Deal with invoice queries promptly and in a professional manner. 4. Raise purchase orders for staff to collect materials and enable contractors to carry out work on behalf of the County Council. 5. Book invoices into the system in a timely manner so payment will be released and ensure prompt payment to external contractors and suppliers. 6. Financial journal transfers using the relevant IT programmes. 7. Ensure that goods have been received/work carried out before payment is released. 8. Ensure invoice costs match, reconcile errors and omissions and liaise with suppliers as necessary. 9. Analyse open orders and keep to a minimum, closing when full payment released. 10. Identify any trends and report to relevant Manager. 11. Take meeting minutes and contribute to financial meetings. 12. All staff will be expected to consider their role and contribute constructively to its continuous improvement, performance management and best value culture. 13. Act as an ambassador for the County Council at all times, promoting its role and achievements, internally and externally. 14. Contribute to the development of related policies, procedures and initiatives. 15. Ensure compliance with organisational requirements for Data- Protection, risk management, Safeguarding, Health and Safety and other legal and statutory requirements along with the best practice and general duty of care. 16. In all aspects of the organisations work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement. 17. Be responsible for the security of County Council assets relevant to the post. 18. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post. 			

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	None
Working patterns:	37 hours per week (Monday – Thursday 8.30am - 17:00 and Friday 08.30am -16:00) flexible working hours may apply with management permission.
Working conditions:	Post based indoors however on occasion to accompany operatives if 2 Person Visits necessary.

PERSON SPECIFICATION

Post Title: Business Support Administrator	Director/Service/Sector: Housing and Public Protection - Repairs and Maintenance	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>Understanding of financial administration in a repairs and maintenance and social housing environment.</p> <p>Knowledge of work order systems, schedule of rates invoicing processes.</p> <p>Demonstrate knowledge of ICT systems.</p> <p>Demonstrable understanding of health and safety legislation and its application in the workplace.</p> <p>Educated to GCSE level (Grade C or above) in Maths and English, or equivalent recognised training in finance.</p>	Experience of working in social housing.	(a) (i)
Experience		
<p>Experience of dealing with invoices, raising and booking in purchase orders, and receipting goods.</p> <p>Working with contractors, consultants and other agencies.</p>	<p>Developing and maintaining relationships.</p> <p>Working in a multidisciplinary team.</p> <p>Working in a housing repairs and maintenance environment.</p>	(a) (i)
Skills and competencies		
<p>Ability to communicate effectively both orally and in writing, including adapting communication skills to suit the audience.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Ability to determine own priorities and plan ahead.</p> <p>Ability to work well under pressure in order to meet deadlines.</p> <p>Ability to embrace change.</p> <p>Show initiative and demonstrate a willingness to accept responsibility.</p> <p>Computer literate.</p> <p>Take responsibility for continuously developing and supporting your own knowledge/skills/training needs.</p> <p>Ability to identify and respond to customer requirements.</p> <p>Good interpersonal skills with the ability to display self confidence in managing self, the work and its impacts on others.</p> <p>Flexible approach to work and the ability to work across functions.</p> <p>Demonstrate good planning and organisational skills relating to administration.</p> <p>Skilled in general administration duties.</p> <p>Demonstrates exceptional planning and organisational skills relating to demand, capacity and resource allocation.</p>		(a) (i)
Physical, mental and emotional demands		

<p>Normally works from a seated position. Some standing, walking, stretching or lifting.</p> <p>Able to use own initiative, self-motivated, organisational skills and multitasking.</p> <p>Lengthy periods of concentration, mental attention with regular pressure from interruptions and conflicting demands.</p> <p>Highlights under performance and complacency to the relevant Manager.</p>		(a) (i)
Other		
<p>Dependable, reliable and keeps good time.</p> <p>High standards of honesty, integrity, openness and respect for others.</p>		(r)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (presentation, (o) others e.g. case studies/visits