



TRAFFORD
COUNCIL

Business Support Officer

Role Profile

Service: Financial Management
Grade: Band 3
Reporting to: Accountant
Responsible for: No direct reports

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

Assisting and enabling both finance managers and their teams and client managers to discharge their financial responsibility for budget and financial management by providing administrative support and by extracting, correcting and formatting data and information from various main systems. Undertaking modelling and analysis as commissioned by senior staff or clients. Maintain effective client relationships, and to promote value and a positive image of the service.

Key duties

Specific Duties & Responsibilities:

- Produce accurate and timely data and information to assist both finance managers and budget holders across the Council to discharge their financial responsibilities for budget monitoring and service development.

General Duties & Responsibilities:

- To correct errors and business system issues, seeking guidance on more serious issues that could affect the financial performance of the service and/or Council from more senior staff as soon as issues are identified.
- Provide assistance to the team and some clients by way of data extraction, analysis, reporting and undertaking research as directed.
- Maintenance and production of performance management information.
- Maintain excellent working relationships with clients, and provide informal training to clients and their staff as required on system, procedure or accounting issues on a 1-2-1 basis.
- Processing financial transactions accurately, speedily and accordance to council policy.
- Handling and inputting data and ensuring accuracy, confidentiality and security of the data processed including adherence to the Data Protection Act (or relevant legislation).

Standard Requirements:

- The post holder will be subject to rotation for posts on the same pay band as required within the Directorate.
- To be flexible to work at any administrative site within the Borough as required.
- Will be required to attend meetings, seminars, training courses within or outside the Borough as required.
- To comply with all Council policies, procedures, professional practices and relevant regulation and legislation.
- To respond to enquiries and requests for information and advice from both internal and external customers, positively promoting the service.
- To work as part of a team with an ability to work independently within agreed guidelines.
- To undertake any other duties as required commensurate with the post.

About You

Qualifications and Professional Development

- Good numeracy and Information Technology skills, GCSE passes in Mathematics & English Language, and ECDL (or equivalent).

Experience and Knowledge

- Experience of working in a finance function of a large, complex organisation.
- Direct experience of providing administrative support and extracting, correcting and formatting data and information from various main systems. Undertaking modelling and analysis as commissioned by senior staff or clients.
- Experience of working in a team and achieving collective goals.
- Experience of using ledger systems.
- Experience of quickly analysing problems and finding appropriate and timely solutions.
- Experience of demonstrating, guiding or advising on standard procedures and processes.
- A sound understanding of the purpose and operation of financial support services in a large organisation

Skills and abilities

- Ability to communicate effectively with colleagues and/or the public both verbally or in writing, selecting and using appropriate media.
- Ability to present financial data and/or information in a format easily understood by colleagues of a non-finance background
- Self motivated with ability to prioritise and manage your daily workload, producing accurate work within deadlines and with minimal supervision
- Ability to quickly analyse problems and find appropriate solutions
- Ability to use 'office application software' to maximise your efficiency and effectiveness
- ICT and numeracy skills
- Good written and oral communication skills
- Customer focused approach to service delivery
- Tact and diplomacy
- Ability to work as part of a team
- Ability to focus clearly to achieve defined results and outcomes

Date prepared/revised: Sept 2019

Prepared/revised by: CS/JMT

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.