

Business Support Officer

Role Profile

Service: Financial Management – Finance and Systems Directorate
Band: Band 3
Reporting to: Accountant
Responsible for: No Direct Reports



TRAFFORD
COUNCIL

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 have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



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.

Overview

The Finance Systems Team sits within the corporate Financial Management service as part of the Finance and Systems Directorate. The team have responsibility for the maintenance and development of the core receipting systems and the reconciliation and integrity of the separate feeder systems to the General Ledger, such as payroll, exchequer, social care, schools and banking systems.

Your Main Priorities

- Assisting the Accountant in providing an efficient business support function.
- Assisting in maintaining the integrity of financial data by processing authorised transactions accurately and in a timely manner; clearing down control accounts, investigating system failures and identifying appropriate solutions with the support of more senior staff as necessary.
- Extracting and manipulating potentially large volumes of data from more than one system as directed.
- Maintaining effective client and Member relationships, and promoting value and a positive image of the service.

Key duties

- Producing 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.
- Correcting 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.
- Assisting the team and clients by way of data extraction, analysis, reporting and undertaking research as directed.
- Supporting with the maintenance and production of performance management information.

- Processing financial transactions accurately, efficiently and in accordance with Council policy and financial regulations.
- Handling, inputting and maintaining data; ensuring accuracy, confidentiality and security of the data processed in accordance with Data Protection legislation.
- Attending meetings, seminars and training courses as required. Also attending events offering professional business support including preparing information beforehand and taking meeting minutes and/or action points as needed.
- Complying with all Council policies, procedures, professional practices and relevant regulation and legislation.
- Responding to enquiries and requests for information and advice from both internal and external customers, offering a professional service and positively promoting the Finance function.
- Working effectively as part of a team and maintaining excellent working relationships with clients; providing informal training to clients and their staff as required on system, procedure or accounting issues on a 1-2-1 basis.
- Undertaking any other duties as required commensurate with the post. The post holder will be subject to rotation for posts on the same pay band as required within the Directorate.

About You

Qualifications and Professional Development

- GCSE grades 9-4 (A*-C) in Maths and English Language, or equivalent Level 2 NVQ qualifications

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 systems; undertaking data modelling and analysis as required by senior staff or clients
- Experience of working effectively as part of a team to achieve collective goals
- Experience of using ledger systems
- Experience of 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

- Understanding of the requirements of the Data Protection legislation and GDPR

Skills and abilities

- Good communication skills (written and verbal) and ability to exchange information effectively with colleagues and/or the public using appropriate media
- Ability to establish effective working relationships with clients and colleagues at all levels
- Customer focused approach to service delivery
- Able to present financial data and/or information in a format easily understood by colleagues of a non-finance background
- Organised and able to prioritise and manage your daily workload, producing accurate work within deadlines and with minimal supervision
- Ability to focus clearly to achieve defined results and outcomes
- Good ICT and numeracy skills and ability to use a range of computer software packages and systems to maximise your efficiency and effectiveness
- Able to work independently within agreed guidelines and capable of working on own initiative

Special Conditions

- Willing and able to travel and work at any administrative site within the Trafford Borough as needed

Date prepared/revised	JAN 2022 Updated 12/03/2024
Prepared/revised by	C Brown / R Pollard
Job Evaluation	Existing evaluation

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.