

JOB DESCRIPTION

Post Title: Service Administration and Finance Officer	Director/Service/Sector: Regeneration, Commercial & Economy Economy & Regeneration Service Regeneration Finance and Performance Team	Office Use
Grade: Band 5	Workplace: County Hall & Locations in accordance with NCC's Agile Working Policy	JE ref: 4337 HRMS ref:
Responsible to: Finance & Claims Officer	Date: August 2023	Lead & Man Induction:

Job Purpose: To organise and manage the provision of administration support to senior colleagues by undertaking a wide range of administrative tasks. Ensure administrative and associated task/procedures are followed at all times, maintaining a high quality of service. To provide financial support to the Finance and Claims Officer within Regeneration.

Resources	Staff	No direct management but significant liaison support to colleagues and senior officers. Providing financial support to service staff.
	Finance	Handling cheques, invoices, grant claims and petty cash. Accounting for expenditure against allocated budgets and assist with funding bids.
	Physical	Careful use of PC. Shared responsibility for office equipment. Handling and processing significant bodies of corporate data. Ordering, stock control and accounting of expenditure against specified budgets.
	Clients	Provide advice and support and ensure compliance with relevant legislation, funding regulations, Council policies and procedures to a wide variety of external and internal organisations.

This post is part-funded by the North of Tyne Combined Authority

Duties and key result areas:

1. Arrange and attend meetings taking accurate and comprehensive notes as required for colleagues across the service.
2. Oversee and undertake the typing of meeting minutes, notes and actions for subsequent uploading to various databases and issue once approved.
3. Interpret and communicate effectively to internal officers and external applicants where required.
4. Oversee the establishment of meetings both internally and externally, ensuring invites are issued, rooms booked using MS Outlook, MS Teams, telephone etc.
5. Take the lead and manage own workload.
6. Assist with data entry into spreadsheets, databases and other electronic information storage systems, extract and distribute information as directed whilst maintaining confidentiality in accordance with General Data Protection Regulations.

7. Ensure monitoring of email accounts for Administration and Secure mailboxes, enquiries sifted, information and messages relayed on time, enquiries appropriately re-directed for action.
8. Be able to competently produce project management information and reports in a timely manner at regular reporting periods and produce accurate ad hoc reports when required from Project Management Systems.
9. Co-ordinate archive material as required using the central filing or specific information systems including sensitive and confidential information and ensure compliance with Funder requirements, GDPR and Data Protection Legislation.
10. Process and arrange payment of all invoices, total annual value of approx. £30m for the whole Service and arrange any urgent payment requests using the Council's Main Accounting System.
11. Assist as required with the provision of general office support, handling mail, filing, photocopying, document collation, maintaining and issuing stock in accordance with corporate and service standards.
12. Be the first point of contact to respond to any queries relating to the payment of invoices for the whole Service.
13. Ensure accurate financial records are maintained. Complying with the Councils financial procedures and using the Councils financial software to undertake cash handling and processing of invoices and/or other financial documents as required
14. Observe strict confidentiality, exercise tact and discretion in carrying out tasks. Process and obtain confidential paper based or computerised information through creating and updating files, data input, data retrieval and filing in an accurate and timely way.
15. Support and take a lead in specific elements of communications and engagement activities such as workshops and conferences.
16. Respond to more complex or detailed enquiries both verbally and in writing.
17. Occasionally process grant claims for payment, reconcile errors and omissions and liaise with suppliers as necessary.
18. Deal with external sources (businesses, & other public bodies) providing advice on matters and resolving non-routine or contentious issues.
19. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

Work Arrangements

Transport requirements:	Occasional need to travel to other service locations to provide cover, collect documents from Archives, attend training etc.
Working patterns:	37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.

PERSON SPECIFICATION

Post Title: Service Administration and Finance Officer	Director/Service/Sector: Place Directorate Economy & Regeneration Service Regeneration Finance and Performance Team	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. NVQ Level 4 or equivalent in a business-related discipline	Knowledge of Local Authority procedures.	
Experience		
Considerable experience in a similar role covering a broad range of support tasks and procedures Experience in using office applications on a personal computer. Managing a complex workload and monitoring and meeting deadlines.	Experience of the directorate's services. Experience using Microsoft Office or Office365 Finance experience in the payment of invoices and purchase orders	
Skills and competencies		
Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate numerical data using arithmetic functions. Ability to organise self and work without constant supervision. Skilled in using office applications on a personal computer. Able to apply technology in new work-related situations. Able to follow instructions and interpret procedures without constant supervision. Ability to form appropriate relationships quickly. Works in a systematic and orderly manner. Knowledge of a broad range of work-related tasks and procedures together with the operation of associated tools and equipment.	Advanced skills in Microsoft Office. Able to create management information reports.	
Physical, mental, emotional and environmental demands		
Usually works in a seated position. Some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. Contact with the public may result in some emotional demands. Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
Motivation		
A commitment to providing a quality administrative support service. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work.		

Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.		
Other		

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