

## Job Description

Job title	<Business and Finance Support Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	< Medway Adult Education>
Range	MPR 3
Reports to	<Senior Operations Officer

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### Main purpose of the job:

To provide a high-quality comprehensive and efficient administration and finance support in order to ensure the needs of the business are fully met.

To provide a customer focussed initial contact service providing initial information, advice and guidance, enrolling learners onto courses and dealing with all associated enquiries and payments.

To provide across service support for curriculum staff and deal with a range of work requests to meet organisational standards and requirements

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

### Accountabilities and outcomes:

- Process and maintain financial records relating to expenditure and income including; credit control of all course fees, calculating room hire fees; pro rata course fees; cash handling, purchase orders, debt invoices, BACS payments, Standing Orders, tracking incoming learner payments via Imprest and Integra and outgoing petty cash expenditure and administration of learner funds in order to ensure that financial information is processed accurately and in accordance with financial regulations and procedures.
- Provide across service support for curriculum staff and deal with a range of work requests to meet organisational standards and requirements including setting up and managing courses on the management information database, ensuring information is accurate and up to date and supporting in change activities relating to service delivery. This may also include providing coaching or basic training to new staff.

- Administer processes and procedures using a range of ICT management systems including TERMS, Icon, Integra, World Pay, Rise Vision ensuring that accurate course, financial and learner records are maintained to meet organisational standards and requirements.
- Deal effectively and courteously with queries in person, on the phone and by email providing accurate and timely information and advice to learners.
- Manage daily work requests to support Curriculum Staff in delivering courses and update management system including setting up and amending courses, timetables and room bookings accurately with all relevant information and actions.
- Manage the ordering of all course resources for learners and service needs, raising orders on the Council's management order system and setting up new suppliers as per defined processes.
- Efficiently manage all external and internal room booking including raising invoices for room hire fees and managing invoice payments.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Organisation:

This role reports to the Senior Operations Officer

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

FIXED - The post holder will be permanently based at both Rochester and Gillingham Adult Education centres], although they may be expected to work at any location across Medway.

## Person specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

- A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent.
- Working towards L3 Business Administration or equivalent knowledge and experience.

#### Level B (in addition)

- Working towards NVQ Level 3 Business and Administration

#### Level C (in addition)

- NVQ Level 3 Business and Administration
  - Evidence of ongoing continuous professional development
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### Knowledge

#### Level A

- A good understanding of relevant policies and procedures.
- A working knowledge of financial systems, basic accounting and credit control policies.
- Knowledge of GDPR and its importance when handling data and information sharing.
- An awareness of the Council's financial regulations, guidelines and procedures
- Understanding of Safeguarding and Keeping Children safe and Prevent Duty
- Understanding learner challenges to access education and support the service in encouraging wider participation
- Knowledge of Matrix accreditation and delivery of general course and financial information and guidance to customers to support service delivery
- An awareness of equality, diversity and inclusion matters.

#### Level B (in addition to A)

- A working knowledge of financial systems and basic accounting.
  - A detailed working knowledge of broader activities of the service.
  - A good understanding of equality, diversity and inclusion.
  - Broader knowledge of Matrix accreditation and other quality marks system
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#### Level C (in addition to A & B)

- A good understanding of GDPR legislation and best practice in relation to information sharing as well as freedom of information protocols.
  - An awareness of the Council's Record Retention Policy in regard to customer and financial documentation.
  - Knows how to contribute to the quality improvement plan and service plan.
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## Experience

### Level A

- Demonstrable experience to carry out a range of tasks and understand the procedures associated with them.
- Experience of managing service debtors, suppliers, and customer financial transactions.
- Experience of using financial systems
- Managing external and internal room hire, calculating charges and administering income.
- Experience of providing comprehensive administrative and front-line customer support.
- Experience of maintaining accurate financial and learner records.
- Experience of providing general information, advice and guidance on internal procedures relating to finance.
- Experience of setting up and amending all courses on MIS and ensuring accurate course information.
- Experience of resolving complex issues related to course administration and financial transactions independently.
- Minimum of 1 year of customer service experience
- Experience of effectively managing own priorities and time.

### Level B (in addition to A)

- Experience of administration of the Discretionary Learner Support Fund and raising payments.
- Experience in supporting organisation change activities.
- Broad experience of complaints and dispute resolution process
- Minimum of 12 months administration service experience
- Experience of understudying other roles of the same range/level when service needs require.
- Experience of dealing with confidential and sensitive data

### Level C (in addition)

- Experience in coaching/supporting others in their role.
- Experience of managing small projects to support change management within MAE.
- Experience of confidently using specialist IT packages relevant to the service area in which you are working.

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## Skills

### Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to develop and maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important.
- Ability to demonstrate commitment to equality, diversity and inclusion.
- Ability and willingness to travel in order to meet requirements of the role.

- Good numerical skills in order to undertake complex financial tasks including pro rata payments of course fees and deposits
- Demonstrable ability to handle and process cash/documentation relating to considerable financial amounts accurately
- Able to identify outstanding payments and independently raise debt invoices and track payments ensuring all payment records are updated.
- Good written communication skills and the ability to cascade information across all the MAE department
- Works independently, manages tasks, and use initiative to solve problems.
- Able to deal with work pressure, including tight deadlines, interruptions, and conflicting demands.

#### Level B (in addition)

- Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience
- Demonstrable ability to explain straightforward tasks to others where required.
- Handles high work pressure, including tight deadlines, interruptions, and conflicting demands.
- Ability to scrutinise evidence in order to raise accurate payments (Discretionary Learner Support Fund) in accordance with set protocols.
- Effective Note taking and diary management skills.
- Ability to coach or train staff to support their learning and development.

#### Level C (in addition)

- Excellent communication skills and the ability to cascade information and provide information and guidance across all the MAE departments.
- Ability to support colleagues in their understanding of the administration of processing payments for learners and invoices to suppliers.
- Ability to model high levels of professionalism and promote a culture of professional standards.
- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.
- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.