

Business & Finance Support Officer	Range 3	<p>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.</p> <p>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.</p> <p>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.</p> <p>Deal effectively and courteously with queries in person, on the phone and by email providing accurate and timely information and advice to learners.</p>	Requirements at this level:	Requirements at this level in addition to level 3A:	Requirements at this level in addition to level 3A and 3B:
			<p>Qualifications</p> <ul style="list-style-type: none"> • A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent • Willingness to work towards Level 3 in Business Administration or equivalent <p>Knowledge</p> <ul style="list-style-type: none"> • 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. <p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience to carry out a range of tasks and understand the procedures associated with them. • Experience of managing service debtors, suppliers, and 	<p>Qualifications</p> <ul style="list-style-type: none"> • Working towards NVQ Level 3 Business and Administration <p>Knowledge</p> <ul style="list-style-type: none"> • 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. <p>Experience</p> <ul style="list-style-type: none"> • Experience in supporting organisation change activities. • Experience of administration of the Discretionary Learner Support Fund and raising payments. 	<p>Qualifications</p> <ul style="list-style-type: none"> • NVQ Level 3 Business and Administration • Evidence of ongoing continuous professional development. <p>Knowledge</p> <ul style="list-style-type: none"> • A good understanding of GDPR legislation and best practice in relation to information sharing. • 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. <p>Experience</p> <ul style="list-style-type: none"> • Experience of managing small projects to support change management within MAE. • Experience in coaching/supporting others in their role.

		<p>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.</p> <p>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.</p> <p>Efficiently manage all external and internal room booking including raising invoices for room hire fees and managing invoice payments.</p> <p>-</p>	<p>customer financial transactions.</p> <ul style="list-style-type: none"> • Experience of using financial systems • Managing external and internal room hire, calculating charges and administrating 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. <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Teams 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. • 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. 	<ul style="list-style-type: none"> • 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 <p>Skills</p> <ul style="list-style-type: none"> • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience • Demonstratable 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. 	<ul style="list-style-type: none"> • Experience of confidently using specialist IT packages relevant to the service area in which you are working. <p>Skills</p> <ul style="list-style-type: none"> • 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
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