

## **LOCAL PARTNERSHIPS JOB DESCRIPTION**

<b>Job Title:</b>	<b>Operational Support Officer</b>
<b>Responsible to:</b>	Senior Director
<b>Location:</b>	Home-based, with occasional travel to meetings
<b>Employment type:</b>	Permanent
<b>Salary:</b>	Level 1 starting at £25,000 p.a. Level 2 starting at £30,000 p.a. Level 3 starting at £35,000 p.a.
<b>Weekly hours:</b>	35hrs (full time)

### **JOB PURPOSE**

The Operational Support Officer is responsible for providing support to the smooth and effective running of our Business Units and the projects being delivered within them by working with the relevant Senior Directors and Directors to maintain systems, tracking and project administration.

The role contributes to the financial monitoring of a Business Unit and aids in the production of management information and reports prepared for budget holders, Senior Directors and the Leadership Team.

The role includes wider responsibility in providing support in the co-ordination of business processes and the management of project documentation, including contracts, purchase orders, billing and requesting, receiving and disseminating client feedback.

The role is also responsible for the administrative support of client or supplier engagement for the Business Unit, including scheduling of meetings, events, information transfer and record-keeping.

### **PRINCIPAL ACTIVITIES**

#### **Operational Support**

- Provide proactive support to Senior Directors, including monthly reporting, day to day administration and co-ordination of resources
- Provide financial management and time reporting to Senior Directors on a timely and regular basis
- Coordinate the preparation, signing, issuing and receipt of contracts with clients, ensuring up to date documentation is provided and stored correctly
- Co-ordinate contracts with all associates and suppliers, including ensuring all supporting documentation is stored and maintained
- Support Directors and Senior Directors when engaged in tender processes by co-ordinating relevant documentation and helping to prepare submissions

- Work with Senior Strategy Directors to provide information that they require to support the development and growth of the Business Unit
- Co-ordinate and schedule Business Unit-related events (network groups, training etc.)

### **Financial Information and Management Reporting**

- Support the Finance Team in the provision of monthly income and expenditure information to be used in the corporate management accounts
- Provide necessary information to the Finance Team for regular reporting provided to the Leadership Team

### **Financial Administration**

- To prepare and issue client invoices to agreed timescales, liaising with project leads to expedite payment
- Prepare purchase orders and manage purchase invoicing for Business Unit related costs, including use of associates on projects
- Co-ordinate the setup of new suppliers and associates
- Support with liaising with auditors (internal and external), particularly in the documentation and administration of Business Units

### **Systems**

- Ensure all relevant time recording and finance project codes are set up and maintained on central systems
- Provide support and basic training on systems to colleagues where necessary

### **Client and Stakeholder Engagement**

- Ensure effective communications and relationships established with internal and external stakeholders, clients, associates and suppliers
- Work with delivery teams to obtain client feedback and other relevant information

## **PERSON SPECIFICATION**

- Achieved at least 'A' level education standard, or hold equivalent vocational qualifications / experience. Degree-level or equivalent standard or a finance or business-related subject would be preferential, but not essential.
- Sound experience of supporting business process and an understanding of support functions in organisations
- Basic project management skills and knowledge of roles and responsibilities in a project team
- Developed analytical and numerate abilities, with the confidence to translate raw data into narrative to provide information and insight
- An imaginative and flexible approach to work, particularly with problem solving and being proactive with suggestions, ideas and solutions
- Excellent communication, literacy and interpersonal skills to engage and work with colleagues and clients, often at senior levels

- Proficient professional level of IT skills required in main MS Office applications, especially Word and Excel and familiar with the use of spreadsheets
- Self-starter with the ability to identify what requires doing and the enthusiasm to see tasks through
- Attention to detail and ability to process information with accuracy and within timescales
- Ability to organise and work on a number of pieces of work at various stages of development and manage tasks accordingly