

## Job description



**Job title:** Business Support Officer

**Reports to:** Chief Executive

**Job purpose:** To ensure the smooth running of all back office functions and, support the development and day to day running of projects with budgeting and financial monitoring.

**Job Context:**

---

### Main responsibilities and accountabilities

#### Office management *(expected to take about 20% of post holder's time)*

- Take responsibility for all premises matters ensuring that leases and facilities are well managed and represent value for money
- Order stationery and other office supplies as required
- Ensure office equipment and facilities (e.g. printers, photocopier) are maintained and continue to provide value for money
- Manage the day to day relationships with the IT support provider, accountant, auditor and, HR providers ensuring that a value for money services are maintained
- Provide basic IT support
- Develop and maintain an up to date health and safety policy

#### Finance *(expected to take about 60% of post holder's time)*

- Provides a bookkeeping service, liaising with the accountant and auditor as required
- Provides regular management information reports for the Chief Executive and Board
- Supports the development of projects with budgeting and financial plans
- Supports the ongoing management of projects with financial and other reporting

#### Administrative support *(expected to take about 20% of post holder's time)*

- Supports fundraising and membership
  - Maintains general administrative support services
- 

#### Other responsibilities

To ensure that the organisation's equal opportunities and diversity policies are applied in the work of the post holder.

To attend as appropriate and participate in internal meetings of the organisation, including staff meetings, Council meetings, and away days.

To be responsive to the needs of trustees and member organisations.

To contribute to the corporate planning of the organisation as required.

To represent and promote CNP and its work positively in all internal and external dealings.

To work constructively and co-operatively with other members of the team.

Any other duties which could reasonably fall within your role.

---

### **Changes to the job description**

**This is a description of the job as it is presently constituted. CNP will review job descriptions periodically to update them. This process will be conducted in consultation with you. It is the aim of CNP to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.**

---

### **Person specification**

#### **Essential**

- Part qualified accountant or accounting technician – (able to produce accurate and high quality cash flows; budgets; financial reports for funders and other stakeholders in a variety of formats)
- Excellent knowledge of Excel – *(For example able to manipulate data; create formulas; extrapolate data; present data in variety of formats; import and export data.)*
- Able to produce budgets using full cost recovery approaches
- Is able to communicate financial information in a way which is appropriate to the audience and context *(e.g. may need to talk through financial report to a stakeholder)*
- Solid experience as an administrator
- Experience of working in the not-for-profit sector
- Good basic understanding of IT, able to support first line IT queries
- Completer finisher
- Able and willing to work collaboratively with marketing and fundraising functions
- Good negotiation skills for dealing with suppliers

- Strong organisational and workload management skills including the ability to prioritise own work and reprioritise when necessary
- Able to be administratively self-sufficient
- Able to work self-sufficiently (for example - referring to the Treasurer by exception;)
- Good basic understanding of procurement processes for small organisations
- Good understanding of the different types of contract applicable for flexible resources (e.g. variety of contracts for services)
- Adapts to the changing work environment and displays a positive attitude through periods of change
- Is able to identify areas for improvement in own work area, and willing and able to make changes
- Uses technology to implement new systems and approaches
- Is able to meet the expectations of stakeholders by delivering work to the agreed quality and standard, and adopting a “can do” approach
- Understands the wider commercial setting in which CNP operates and is able to raise awareness amongst others.

#### **Desirable**

- Experience of having worked as an office manager or similar in small organisation
- Experience of procurement processes for smaller organisations
- Experience of working with CRM and databases

12 December 2011