



Business Support Manager (Finance, Procurement & Payroll) (Business Support Team)

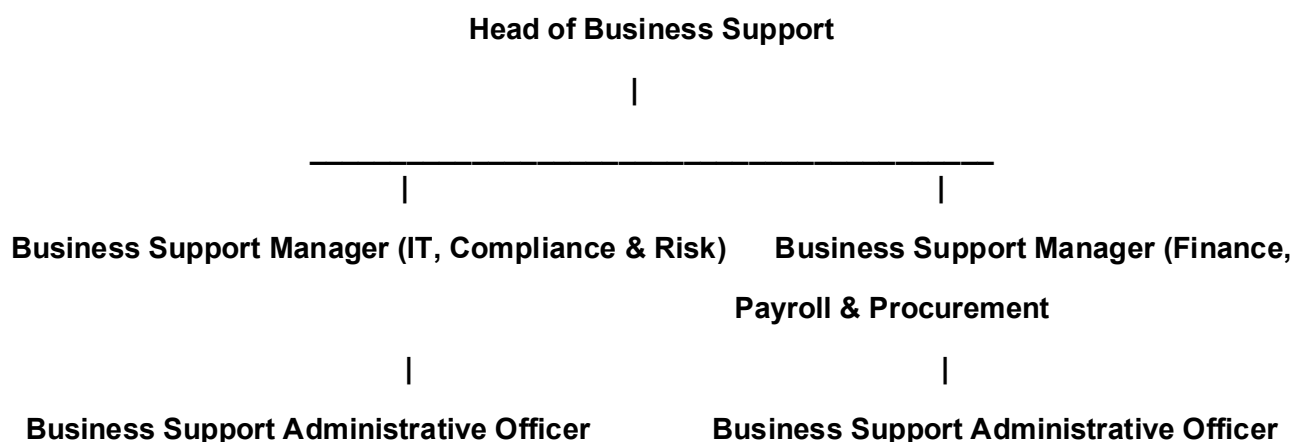
Job description

| | |
|-------------------------|--|
| Grade: | Grade 4 (full time equivalent (FTE) – 37 hours) |
| Starting salary: | £45,428 (gross p.a.) on a scale rising to £54,166 (gross p.a.) |
| Reports to: | Head of Business Support (HOBS) |

The Business Support Team

The Business Support Team plays a vital role in enabling the Scottish Information Commissioner to fulfil their duties by ensuring the organisation operates effectively and efficiently. The team is responsible for the full range of corporate functions, including governance, finance, information management, risk, health and safety, human resources, procurement, contracts, and IT.

The Business Support Team consists of five members and is led by the Head of Business Support who has overall responsibility. The team includes two Business Support Managers, who provide operational oversight and guidance, and two Business Support Administrative Officers, who deliver day to day operational and administrative support.



Purpose of the Role

This is a key role within the Business Support Team, responsible for leading and managing the organisation's finance function at an operational level. This includes oversight of procurement, payroll and pensions, contracts, purchase to pay processes, workforce planning, finance related records management, audit, and reporting.

The post holder plays a vital role in ensuring that financial operations are accurate, compliant, and efficient, while also contributing to proactive forecasting, identifying risks and opportunities, and supporting strategic decision making across the organisation.

Reporting to and working closely with the Head of Business Support, the role also provides high-quality financial analysis and management information to support the Senior Management Team (SMT) and contributes directly to organisational planning. This role is critical in supporting the Scottish Information Commissioner's responsibilities as Accountable Officer and in ensuring the organisation meets its obligations as a Scottish public authority.

Working collaboratively with the other Business Support Manager, the post holder will provide cover where needed and maintain a strong working knowledge of the wider remit. They will also work closely with the two Business Support Administrative Officers and hold direct line management responsibility for one of these roles.

Key Responsibilities

1. Financial Management

- Reporting to the Head of Business Support, lead and manage all operational aspects of the organisation's finance function in line with relevant legislation, policies, and procedures.
- Oversee budget preparation, monitoring, and forecasting.
- Develop proactive financial forecasts to enable the Head of Business Support and the wider SMT to anticipate trends, risks, and opportunities, enabling timely interventions and strategic resource allocation.
- Ensure timely and accurate processing of all financial transactions.
- Prepare and present financial reports to the SMT and external stakeholders.
- Oversee the administration and effective use of the organisation's accounting software, ensuring accuracy, access management, production of financial reports to support decision making, and smooth day to day operation.
- Collaborate with external accountants to ensure accuracy, compliance, and integrity of financial accounting and reporting across the organisation.

2. Procurement

- Lead and manage end to end procurement processes, from business case through to contract award and implementation ensuring compliance with procurement regulations and best practice.
- Develop, draft, and manage tender documentation in line with legal and organisational requirements.
- Ensure compliance with the Procurement Reform (Scotland) Act 2014, the Public Contracts (Scotland) Regulations 2015, and related policies.
- Facilitate supplier engagement and ensure fair, transparent, and competitive evaluation processes.
- Negotiate and finalise supplier contracts, ensuring best value, robust terms, and performance monitoring mechanisms.
- Maintain accurate procurement records and ensure governance, audit, and reporting requirements are met.
- Monitor legislative and policy developments, updating organisational practices accordingly.

- Manage supplier relationships, supporting continuous improvement, contract compliance, and dispute resolution.
- Build procurement awareness and capability across the organisation.

3. Purchase to Pay

- Oversee the end-to-end purchase to pay process, ensuring purchase orders, credit card purchases, invoicing, and supplier payments are processed accurately and efficiently.
- Maintain and regularly review preferred supplier lists to ensure ongoing value for money and alignment with organisational needs.
- Lead engagement with shared services and framework agreements, ensuring optimal use of available resources and best value outcomes.
- Manage and resolve escalated supplier payment queries and discrepancies in collaboration with finance and internal stakeholders.
- Ensure robust controls are in place to reconcile purchase orders, invoices, and delivery documentation to minimise errors and fraud risk.
- Monitor supplier performance related to procurement and payment processes, addressing any issues and developing strong supplier relationships.
- Drive continuous improvement of purchase to pay workflows and policies to enhance efficiency, compliance, and internal controls.
- Provide leadership and training to team members and other colleagues on purchase to pay procedures and best practices.

4. Payroll & Pensions

- Oversee payroll processing to ensure staff are paid accurately and on time.
- Ensure accurate payroll data is captured and compliance with statutory requirements.
- Liaise with the external payroll provider to ensure accurate data submission, query resolution, compliance with relevant legislation and that all employee payments and deductions are correctly administered.
- Oversee the organisation's pension schemes, ensuring effective coordination with external pension providers, monitoring service delivery, supporting employee queries including new starts, and ensuring accurate pension related data and contributions are maintained.
- Contribute to annual reporting and support any audits or reviews relating to pension provision.
- Stay informed about changes in pension legislation and assess their impact on the organisation's pension arrangements.
- Prepare and issue documentation for contractual changes, including changes to salary, working hours, job titles, and terms of employment.

5. Contracts Management

- Maintain and monitor a contracts register, tracking key milestones, renewal dates, and financial commitments to support effective planning and compliance with contractual obligations.
- Support contract forecasting work including negotiations, variations, extensions, renewals and terminations in collaboration with the Head of Business Support and SMT.
- Incorporate contract related considerations into operational and strategic plans as appropriate.
- Assess supplier performance against contract terms, identifying risks and cost saving opportunities.
- Support the negotiation and approval process for financial terms in supplier and service contracts, ensuring alignment with organisational policies and value for money principles.

6. Workforce Planning & Administration

- Support the Head of Business Support in workforce planning, including highlighting budgetary implications of staffing changes, providing financial insight into resource allocation, vacancy management, and cost-saving opportunities.
- Work with the SMT to assess future workforce requirements across the organisation, identifying gaps and supporting recruitment planning within budget limits.
- Provide financial insight and forward looking forecasts to support the preparation of business cases particularly for recruitment, retention, and resourcing decisions.
- Provide data and analysis on workforce spend (e.g., salaries, external contractors, overtime) to inform decision making.
- Provide first line support for recruitment, induction, and onboarding processes.
- Coordinate interview scheduling, prepare candidate packs, and ensure relevant documentation is shared with panel members in advance.
- Manage onboarding checklists, ensuring all pre-employment paperwork (e.g., references, Right to Work, qualifications) is completed and stored securely.
- Support induction activities by preparing induction materials, scheduling sessions, and tracking completion of mandatory training.
- Support managers with workforce queries, escalating complex matters to the Head of Business Support or external HR advisors as appropriate.
- Maintain workforce records and prepare workforce related reports.

7. Records Management (Finance)

- Ensure effective records management for all finance related documentation, including procurement, purchase-to-pay, payroll, contracts, and audit records.
- Maintain compliance with data protection, financial regulations, and records retention policies.
- Work collaboratively with the other Business Support Manager and the Head of Business Support to ensure a consistent, organisation-wide approach to records management, recognising it as a collective responsibility across the Business Support Team and wider organisation.
- Support the organisation's response to information requests (e.g., Subject Access Requests, Requests for Information) by ensuring timely retrieval and provision of accurate records.
- Work to improve systems and processes for efficient financial records management.

8. Audit & Reporting

- Coordinate and support internal and external audit processes, acting as the key point of contact for auditors.
- Support audit and compliance processes by ensuring the availability, accuracy, and integrity of required financial documentation and evidence.
- Maintain a centralised system for tracking audit actions and ensure findings are addressed, with recommendations implemented in a timely and accountable manner.
- Produce regular financial reports, management accounts, and performance metrics for the Senior Management Team (SMT) and governing bodies, highlighting trends, variances, and risks.
- Ensure all finance-related statutory returns, including HMRC submissions (e.g. PAYE, VAT), pension returns, and any sector-specific financial disclosures, are completed accurately and submitted on time.
- Prepare documentation for annual accounts and work closely with external accountants or auditors to support the year-end process.
- Take a lead role in compiling key financial data and narrative for the organisation's Annual Report, ensuring accuracy, transparency, and alignment with reporting standards.
- Monitor compliance with financial policies and procedures, identifying areas for improvement and supporting their implementation.
- Support financial risk assessments and contribute to the organisation's risk register from a finance perspective.

- Assist in the development of dashboards and visual tools to present financial data clearly for the SMT and non-finance audiences.

9. Leadership & Team Management

- Line manage assigned staff, providing training, coaching, guidance, and performance management.
- Ensure adequate administrative and logistical support is available to support the SMT, particularly the Commissioner in a range of duties, particularly support for the preparation of meeting papers and agendas, accurate minute taking, and timely follow-up on action.
- Foster a culture of accuracy, efficiency, forward thinking, and continuous improvement.
- Contribute to workforce planning activity for the Business Support Team.
- Deputise for the Head of Business Support as required.

10. Collaboration and Cross-Cover

- Work closely with the other Business Support Manager to ensure alignment across the Business Support Team.
- Maintain a working knowledge of the core aspects of the other Business Support Manager's remit to provide effective cover when required.
- Collaborate and communicate effectively with other Office Holder teams to share best practices and actively engage in shared service discussions and implementation, where appropriate, in alignment with the responsibilities of your role.
- Share best practice, insights, and learning to strengthen the overall capacity and resilience of the Business Support Team.

11. Project Leadership and Continuous Improvement

- Under the direction of the Head of Business Support, lead on ad hoc projects as required, including the introduction of new platforms, systems, or processes, and initiatives focused on continuous business improvement.
- Support the coordination and delivery of staff training and learning opportunities, facilitating their effective implementation across the organisation.
- Demonstrate a commitment to continual professional development by proactively engaging in relevant internal and external training, development opportunities, and events that support both personal growth and the strategic goals of the organisation.

This job description is not intended to be exhaustive. The role holder may be required to undertake additional duties commensurate with the scope and responsibilities of the role. Duties may be subject to amendment over time as the role develops and/or priorities and requirements evolve.

Person Specification

Essential Criteria

Experience

- Significant experience in managing finance functions within a public sector or comparable organisational environment.
- Proven track record in procurement and end to end purchase to pay processes.
- Experience in managing payroll and workforce planning activities.
- Demonstrable experience in preparing accurate financial forecasts, reports, and audit documentation.
- Experience of managing and supervising staff, including workload allocation and performance monitoring.
- Experience of working collaboratively across teams to ensure business continuity.
- Proven experience in using and administering financial management software, procurement platforms, payroll systems, and digital records systems.

Skills & Knowledge

- Strong knowledge of public sector financial regulations, procurement legislation, and audit requirements.
- Ability to interpret and present complex financial information clearly to non-specialist audiences.
- Excellent organisational skills with the ability to manage competing priorities and meet tight deadlines.
- Strong analytical and problem-solving skills, with a proactive approach to identifying efficiencies and improvements.
- High level of accuracy and attention to detail.
- Excellent interpersonal and communication skills (written, verbal, and digital).
- Advanced skills in Microsoft Excel (including complex formulas, pivot tables, and data analysis) and proficiency in Microsoft Office, with the ability to learn and adapt to new finance and business systems quickly.

Desirable Criteria

Experience

- Experience in continuous business improvement projects, including introducing new platforms or systems.
- Experience in risk management and corporate governance frameworks.
- Experience in financial audit processes.
- Experience in managing contracts on behalf of an organisation including negotiating terms, monitoring contractor performance, and ensuring compliance with financial and legal requirements.

Skills & Knowledge

- Formal finance or procurement qualification or equivalent experience.
- Knowledge of digital transformation in finance functions.
- Experience with integrating different organisational systems (e.g., finance, HR, and procurement platforms) to improve efficiency.
- Ability to deputise for senior leadership when required.

Additional Information

Application

To apply, you must complete an application form and submit this to us within the advertised timescale. You may answer in your own handwriting or in typescript. Your answers will help us to judge who to invite for interview. As well as judging the substance of your response, judgements will also be made about your written communication skills.

Please note that CVs will not be considered.

Selection

The applicants with the most appropriate qualifications, experience and demonstrable competencies will be invited to attend an interview (more details will be provided on successful selection for interview).

Location

Your usual place of work will be Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS, but you may be required to work at other locations from time to time as the Commissioner may reasonably require.

Some hybrid working is possible however, the ability to attend the office premises will be a contractual requirement and this means that any member of the Commissioner's staff who chooses to live some distance from their contractual work location will need to be able to travel to their contractual work location in their own time and at their own expense, as commuting costs cannot be paid by the Commissioner.

We are unable to support remote working abroad, unless there is a genuine requirement to do so in the role. Specific examples of a genuine role requirement would be official business travel overseas for colleagues to attend conferences, meetings and networking / relationship building opportunities. This position takes account of significant issues of compliance related to employing a person resident in another country including immigration requirements/ right to work in that country, security, taxation, pensions, social security, employment law and, also, IT security requirements.

Security Clearance

Security clearance is required for this post. If you are successful at interview and a conditional offer of employment is made, we will ask you to complete a security vetting form which will be processed by the Scottish Parliament's Security Office on behalf of the Commissioner.

The system of security vetting operated is similar to the national vetting systems used by UK central Government Departments, Agencies and Devolved Administrations.

If satisfactory security clearance is not obtained the conditional offer of employment will be withdrawn.

Pre-Employment Checks: identity and right to work in the UK.

There are no nationality restrictions on who we employ. However, you must check whether there are any restrictions on your stay or on your freedom to take or change employment in the United Kingdom before you apply for a post.

If you are not eligible to work in the UK then we are unable to consider your application.

If you are invited to an interview, we will ask you to provide proof of your identity and your eligibility to work in the UK. The documentation required could include:

- a passport or a national identity card or
- a birth certificate issued in the UK or
- a certificate of registration or naturalisation, or
- a Home Office document stating eligibility to remain in the UK

If the identity and right to work in the UK checks are not satisfactory, you cannot be appointed to the post being recruited to and may not be able to take part in any interview you are invited to.

References

You will be asked to provide the names of two referees (one of which should be your present or most recent employer) whom we may approach for a reference. If you are successful at interview we will ask you to confirm that we can contact your referees. The Commissioner can only make an unconditional offer of employment subject to satisfactory references.

Basic criminal records check

If you are successful at interview and a conditional offer of employment is made, you must apply for a Basic Criminal Records check via Disclosure Scotland and you will be expected to obtain this and incur the cost for the certificate. Current charges and other information on disclosure certificates can be found at Disclosure Scotland's website (www.disclosurescotland.co.uk).

In determining whether an unspent criminal record is relevant and would lead to withdrawal of a conditional offer of employment on the basis that the assessment of this pre-employment check is unsatisfactory, the unspent criminal record will be assessed in relation to the tasks which need to be performed and the circumstances in which the work is to be carried out.

Equal Opportunities

The Commissioner is committed to promoting equality of opportunity and treatment and will seek to ensure that all job applicants and staff are treated fairly, with respect and without bias. No job applicant or employee will receive less favourable treatment than others because of her or his: age; sex; sexual orientation; gender reassignment; marital or civil partnership status; pregnancy or maternity race (which includes colour, nationality and national or ethnic origin), religion or belief, or a similar philosophical belief (or lack of any of these); disability (unless such treatment is objectively justified); part time or fixed time contract status (unless such treatment is objectively justified); and trade union membership status/activities.

Disability

We will make reasonable adjustments for disabled applicants during the recruitment process and, where requested, will provide and accept information in accessible formats, where this would be a reasonable adjustment.

All applicants who are invited for interview will be asked if they have additional support needs and offered assistance if needed.

Data Protection

Under the UK General Data Protection Regulation and the Data Protection Act 2018, information provided by you will be processed and stored to provide management information for employment purposes.

You have the right to request any information held about you.

More information about how we use your personal data and about your data protection rights can be found in our Privacy Notice: [Privacy notice | Scottish Information Commissioner \(foi.scot\)](#).

Please let us know if you would like us to send you a paper copy.

Further Information

| | | |
|--|----|---|
| For more information regarding the job content and requirements: Claire Stephen Head of Policy & Information cstephen@foi.scot | or | For more information regarding the recruitment process and terms and conditions: Liz Brown Business Support Manager lbrown@foi.scot |
|--|----|---|

Contact us

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews, Fife
KY16 9DS

t 01334 464610

enquiries@foi.scot

www.foi.scot

© Scottish Information Commissioner 2024

You may use and re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence v3.0. To view this licence, visit

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>