



## Business Support Administrative Officer: Finance, Procurement & Payroll

### Business Support Team

### Job description & Person Specification

<b>Grade:</b>	Grade 2 (full time equivalent (FTE) – 37 hours)
<b>Salary:</b>	£31,514 (gross p.a.) FTE, on a scale rising to £34,066 (gross p.a.) FTE
<b>Reports to:</b>	Business Support Manager (Finance, Procurement & Payroll)

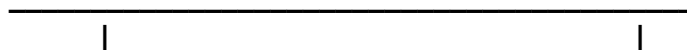
### Business Support Team

The Business Support Team provides essential services to enable the Scottish Information Commissioner to meet their duties. The Head of Business Support provides assurance to the Commissioner as Accountable Officer, ensures that the organisation is run effectively and efficiently and has responsibility 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. 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.

#### Head of Business Support

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**Business Support Manager (IT, Compliance & Risk)**

**Business Support Manager (Finance,**

**Procurement & Payroll**

**Business Support Administrative Officer**

**Business Support Administrative Officer**

## **Purpose of the Role:**

To provide high quality administrative support to the Business Support Manager (Finance, Procurement & Payroll), the Head of Business Support, and the wider Senior Management Team. The role is primarily responsible for ensuring efficient operational support for the finance and procurement function, including payroll, contracts, purchase to pay processes, workforce planning, records management, audit and reporting. The role will involve maintaining accurate records, contributing to the preparation of reports, and ensuring compliance with financial policies and procedures. Working proactively and using initiative, the post holder will contribute to proactive forecasting and strategic planning in collaboration with the Business Support Manager. This role will also contribute to the smooth running of the day to day activities of the wider Business Support Team, providing cover across other areas when required and supporting organisational projects aimed at improving systems, processes, and efficiency.

## **Key Responsibilities**

### **General Business Support Administration**

- Serve as a professional frontline point of contact for a wide range of enquiries via email, telephone, in writing, and occasionally in person.
- Take responsibility for accurately recording enquiries, preparing draft responses, and, where necessary, escalating or passing them on to relevant colleagues.
- Provide quality assurance checks on documents and reports before final submission, approval or publication
- Maintain and update internal documents and templates in line with organisational standards.
- Regularly review document repositories to ensure relevance and currency of content.
- Coordinate logistics for internal and external meetings and events.
- Prepare and distribute meeting agendas, minutes, and papers for meetings as required.
- Provide on the day support, including minute taking, to ensure meetings and events run smoothly.
- Administer key documents
- Maintain BST website content

### **Role Specific Administration**

#### **Finance Support**

- Support the end to end finance function, including purchase to pay, payroll processing, petty cash, and contracts administration.
- Process requisitions, supplier invoices, and staff expense claims in compliance with financial procedures.
- Monitor invoice approval workflows and liaise with suppliers and budget holders to resolve issues.
- Identify and pass asset related invoices for information entry into the Fixed Asset Register.
- Maintain accurate and timely financial records to support reconciliation and reporting.
- Track expenditure against budgets and highlight discrepancies or variances.
- Contribute to the preparation of financial reports to support forecasting and informed decision making for SMT.

#### **Payroll & Pension Support**

- Support the collation, preparation and authorisation of payroll data including contractual changes, absences and timesheets as per payroll schedules.
- Coordinate with the BSM to ensure accurate and timely processing of new starters, leavers, and contract changes.
- Respond to payroll queries from staff and assist in resolving discrepancies.

- Support the maintenance of accurate pension records for employees, including joiners, leavers, and changes in status by liaising with pension providers where necessary.
- Support employee communications with pension providers, to help resolve staff queries.
- Collate and submit any pension related data as required.

### **Audit Support/Records Management Support**

- Support audit processes by ensuring all required documentation is complete, accessible, and, under the direction of the Business Support Manager, assist in preparing and collating financial reports and evidence to meet audit requirements.
- Respond promptly to auditor queries and coordinate responses with relevant internal role holders.
- Assist in implementing audit recommendations and tracking progress of any required actions.

### **Procurement Support**

- Contribute to maintaining a central record of active contracts, including key dates, and renewal terms.
- Maintain accurate and compliant financial records, collaborating closely with the Business Support Manager.
- Assist in the preparation and formatting of procurement documentation, including business cases, tender packs, and evaluation templates, under the guidance of the Business Support Manager.
- Support the coordination of procurement timelines by scheduling meetings, managing deadlines, and maintaining progress trackers.
- Help ensure procurement processes are documented accurately and in compliance with relevant legislation.
- Maintain accurate and up to date procurement records.
- Assist with publishing tenders, logging supplier communications, and collating supplier responses.
- Support supplier engagement activities by arranging meetings, preparing agendas and documentation, and taking accurate minutes.
- Contribute to organisational procurement awareness by helping distribute guidance, templates, and updates to relevant teams.
- Respond to routine supplier and internal enquiries, escalating complex queries as needed.
- Stay informed of policy updates as directed by the Business Support Manager and assist in updating internal templates and procedures accordingly.

### **Workforce Administration Support**

- Provide frontline HR support across the employee lifecycle, including coordinating recruitment administration (e.g. drafting job adverts, scheduling interviews, and candidate communications).
- Carry out Right to Work checks in line with current legislation, ensuring all documentation is verified, recorded, and stored appropriately
- Assist in workforce planning by maintaining records and producing reports on staffing, payroll, and HR related data.
- Support the recording of sickness absence and holiday and other types of leave in the HR system.

### **Collaboration and Cover**

- Provide cover for other members of the Business Support Team as required, gaining understanding of broader team functions.

- Provide administrative support to other teams during peak periods, ensuring reciprocal support and collaboration across the organisation to maintain service continuity and efficiency
- Provide hands on support for ad hoc projects led by the Business Support Managers, including the introduction of new platforms, systems, or processes, and initiatives focused on continuous business improvement.
- Contribute to continuous improvement projects, including automation of administrative processes
- Contribute to ad hoc projects as required, including the introduction of new platforms, systems, or processes, and initiatives focused on continuous business improvement.
- 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

- Experience in providing administrative support in a finance, procurement, payroll, or contracts environment.
- Demonstrable experience in processing purchase to pay transactions, managing purchase orders, and supplier payments.
- Experience in supporting payroll processes, including collating and checking information for accuracy.
- Experience in maintaining accurate records and preparing routine financial reports.
- Experience in using finance or procurement systems and Microsoft Office applications, particularly Excel.

#### Skills & Knowledge

- Strong numerical skills and attention to detail.
- Ability to prioritise workload, meet deadlines, and work accurately under pressure.
- Clear communication skills, both written and verbal.
- Proven ability to handle sensitive and confidential information appropriately.
- Ability to work proactively, using initiative to resolve issues where appropriate.
- Competent in use of mainstream Microsoft office software, including Word, Outlook, Excel and Teams
- Ability to work effectively in a small team
- Good time management skills and the ability to cope with a number of different tasks at the same time
- Excellent interpersonal skills
- Committed to high quality work and attention to detail

### Desirable Criteria

#### Experience

- Previous experience working in a public sector or regulated environment.
- Experience supporting contract management and monitoring processes.
- Experience of electronic management of documents and files

#### Skills & Knowledge

- Knowledge of financial regulations, procurement legislation, or payroll processes.
- Experience using integrated finance, procurement, or HR systems.
- Experience of case management and records management software
- Understanding of legal and practical requirements in the procurement of goods and services