# Job Description

**Administration and Finance**

## Assistant (Seafront Catering)

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| **Role Profile**  | Business Support Grade E  |
| **Service/Team**  | Seafront – Operations  |
| **Reports to**  | Catering Manager  |
| **Responsible for**  | N/A  |
| **Number of posts**  | 1  |
| **Post number**  | - - - - -  |
| **Career Grade**  | N/A  |

**My job improves the quality of life for the people of Bournemouth and Poole by…** Supporting the seafront catering team in the delivery of quality services and driving income opportunities for the visitors and residents of the resort.

**Job Overview**

To provide financial & administrative support to the seafront catering team.

### Key Responsibilities

* Provide general administrative support to the seafront catering team
* Support the seafront catering team with the use of the debtor and creditors systems including assisting with the invoice process
* Assist seafront catering supervisors and manager with the HR processes including recruitment, interviews, induction process, staff training, timesheets.
* Assist the Seafront Catering Manager with the complaints, for the Seafront Catering team
* Work with the seafront catering team to ensure all Council practices and policies are adhered to
* To liaise regularly with other Council departments to ensure the Seafront Catering teams objectives are fully met
* Assist the Catering Marketing Team with projects and promotion delivery
* To administrate PierView Room enquires and bookings.
* Liase with suppliers to arrange deliveries and resolve stock queries
* To assist the Admin & Finance officer with general Seafront Admin when needed and to provide Admin support to Senior Officers.

### Specific Qualifications and Experience

* Experience of working within a team with similar conflicting demands
* Knowledge of the Councils policies and procedures
* Experience of using Microsoft Word, Excel and Teams

### Personal Qualities & Attributes

* Numerate
* Able to build effective relationships with team members
* Have a keen eye for detail

### Job Requirements

* Must be willing to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
* To work in locations between Bournemouth and Poole as required
* Flexible working – 5 in 7 days, work over major festivals (e.g. Bournemouth Air Festival) and Bank Holidays.

# Role Profile (BSG04)

**Business Support 4 (Grade 4/E)**

# Competencies

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| **Managing,**  **Leading and**  **Developing**  **Others**   | Contribute to and celebrate the success of the whole team  |
| Encourage and listen to new ideas from everyone and be positive about change  |
| Share open and honest feedback in a constructive manner  |
| **Knowledge** **and Skills**    | **2 A levels,** NVQ2**/3** in Business Administration (or equivalent experience)  |
| **Good** knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role  |
| Straightforward collation and analysis of data  |
| Prepare engaging presentations using a clear brief  |
| Prepare clear and succinct meeting notes  |
| **Experience of diary management for senior officers**   |
| **Attention to detail with the ability to proof read**  |
| **Creativity and** **Innovation**   | Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience  |
| Use effective interpersonal skills to develop solutions to a range of practical problems  |
| **Relationships**   | Build supportive, positive and trusting relationships with others  |
| Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour  |
|   | Appreciate diversity in both customers and colleagues and consider their specific needs  |
| **Decision making**   | Make evidence based decisions within set procedures, escalating to a manager where appropriate  |
| **Work**  **Demands**   | Plan and organise own workload **including some prioritisation of non standard work**  |

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