

## SCOTLAND EXCEL

### JOB OUTLINE – BUSINESS SERVICES SPECIALIST

<b>FUNCTION:</b>	Customer and Business Services	<b>SECTION/TEAM:</b>	Business Services Team
<b>POST TITLE:</b>	Business Services Specialist	<b>POST ID:</b>	TBA
<b>GRADE:</b>	Grade 06	<b>LOCATION:</b>	Renfrewshire House, Paisley
<b>REPORTING TO:</b>	Customer Services Manager		

#### ORGANISATION OVERVIEW:

Scotland Excel is an award-winning Centre of Procurement Expertise providing a wide range of procurement, commissioning, consultancy, and learning and development services for our members.

Since 2008, we have helped to establish procurement as an effective driver for local and national economic growth and wellbeing. Our £2bn portfolio of collaborative contracts supports the delivery of savings, social value, community benefits, fair work practices and environmental policy, and covers a wide range of public services including construction, roads, transport, environment, corporate and education.

Scotland Excel also develops and manages arrangements which support the commissioning of care services for children and adults. Our national care contracts are developed in partnership with care professionals, including care providers, to support person-centred outcomes embedded within national policy.

We also provide procurement and consultancy services to help our members get the most from their procurement resources, ranging from ad-hoc tendering support through to transformation programmes and strategic procurement partnerships.

The Scotland Excel Academy offers applied learning programmes leading to accredited qualifications in procurement, leadership and management, coaching and mentoring, project management and business analysis, as well as short courses and workshops.

Scotland Excel is a non-profit organisation working with members from across the public sector including local authorities, health and social care partnerships, housing associations, and other public and third sector organisations.

#### PRINCIPAL ROLE:

- Work as a member of the Business Services Team to Lead, Support and Provide a range of Administrative and Support Services under the guidance of the Customer Services Manager
- Maintain effective relationships with colleagues across the Customer Services Team to gather their requirements for support and ensure services are delivered to a high standard and on time
- Responsible for maintenance of a range of internal and external business support services and systems
- Support the delivery of planning and monitoring services which ensure effective use of Scotland Excel's financial and human resources
- Maintain policies, procedures and processes which underpin the efficient delivery of finance services on behalf of the organisation
- Liaise with Renfrewshire Council to ensure compliance with Human Resource and Financial regulations and accounting standards

### **Key tasks for which the postholder will be responsible:**

Lead and Support a range of Business Support and Administration services to internal and external stakeholders

Extract, manipulate and analyse required information sets, maintaining records, data processing files, compiling management information reports as required

Support the processing of purchase orders and invoices, manage Scotland Excel's Petty Cash facility and administer a PCard as required

Responsible for the delivery of assigned support and administrative tasks in accordance with agreed deadlines and targets and in line with quality requirements.

Maintaining a close working relationship with the Senior Business Services Specialists and wider Customer Services Team colleagues, developing effective working relationships with colleagues, customers and partners and ensure that support services delivered are aligned with Scotland Excel's strategic objectives and values.

Upholding Scotland Excel's commitment to delivering excellent customer service and ensure that all Business Services functions and services maintain the organisation's reputation

Supporting Scotland Excel's commitment to and compliance with Health and Safety policies and procedures

Upholding and working in line with Scotland Excel's Values across all activities and tasks

Ensure the effective management of processes that control petty cash, staff expenses, purchase orders and amendments to payroll systems.

Support the management of accounts payable including generation of invoices.

Support the management of accounts receivable, including generation of associated purchase orders.

Assist in the production of financial reports for Scotland Excel Executive Team and Senior Management Team.

Support financial yearend process and reporting for Scotland Excel in line with Renfrewshire Council processes and procedures.

Prepare and issue management information reports to the Executive Team and managers to support effective management of resources and delivery of organisational objectives.

Support the administration of the recruitment process to achieve efficient and cost-effective outcomes and to comply with the necessary recruitment processes.

Follow confidential business administration practices (Finance/HR/Exec Reports) at all times and in all aspects of the role

Support the development/monitoring of all related business services processes to ensure effectiveness and efficiency is maintained

Responsibility for confidential handling and processing employee and personal information

Support the effective use of the organisation corporate IT systems, including MyJobScotland, Imperago, Business World and PECOS.

*This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.*