

SCOTLAND EXCEL

JOB OUTLINE

FUNCTION:	Customer and Business Services	SECTION/TEAM:	Corporate Services Team
POST TITLE:	Corporate Services Officer (HR)	POST ID:	116367
GRADE:	Grade 06	LOCATION:	Renfrewshire House
REPORTING TO:	HR and Development Specialist		

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 Corporate Services Team to lead, support and provide a range of administrative and support services under the guidance of your line manager and the Corporate Services Manager.
- Maintain effective relationships with colleagues across Scotland Excel 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, HR and learning and development services on behalf of the organisation.
- Liaise with Renfrewshire Council to ensure compliance with Human Resource and Financial regulations and accounting standards.
- Support the delivery of confidential administrative services and support as required to Scotland Excel's Executive Management Team.
- Act as a first point of contact for general customer and elected member enquiries, ensuring that

these are handled swiftly and effectively in line with Scotland Excel's customer care focus.

KEY TASKS:

All Corporate Services Officers will be required to:

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.

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 Corporate and Customer Services Managers 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

Prepare management information reports to the Executive Team, Senior Management Team and other Scotland Excel managers to support effective management of resources and delivery of organisational objectives.

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

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

Responsibility for confidential handling and processing employee and personal information as required.

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

Administer a Purchase Card (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.

Corporate Services Officer (HR):

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

Ensure the effective delivery of processes that control, staff expenses and amendments to payroll systems as required.

Lead in the development, administration and monitoring of HR mailboxes

Act as a first point of contact for HR enquiries, ensuring that these are handled swiftly and effectively

Responsible for the co-ordination and planning of HR meetings, training and other events for Scotland

Commented [MM1]: HR section very light compared with specifics for finance and office CSO posts. Can we add in:

Commented [MM2R1]: Lead in the development, administration and monitoring of HR mailboxes (We have similar for corporate inboxes under office role)

Commented [MM3R1]: Act as a first point of contact for HR enquiries, ensuring that these are handled swiftly and effectively (Took this from office section but worded slightly different - it had - Act as a first point of contact for general customer enquiries, ensuring that these are handled swiftly and effectively in line with Scotland Excel's customer care focus.)

Commented [MM4R1]: Responsible for the co-ordination and planning of HR meetings, training and other events for Scotland Excel including administration of meeting room booking systems as required. (Again took this from office but changed a few words to represent HR tasks - Responsible for the co-ordination and planning of business meetings and events for Scotland Excel including administration of meeting room booking systems as required.)

Commented [MM5R1]: Support the HR and Development Specialist in delivery of human resources function and tasks as required. (Took this from Office which has - Support the Office Manager in delivery of facilities management and general office administration tasks as required.)

Excel including administration of meeting room booking systems as required.

Support the HR and Development Specialist in delivery of human resources function and tasks as required.

Corporate Services Officer (Office):

Maintain diary for Director, and Heads of Service, including arranging meetings, travel, conference calls etc, liaising both internal and with external partners, agencies etc.

Manage and process all mail and email correspondence as required including delegating responses to mail in the Director's absence.

Act as a first point of contact for general customer enquiries, ensuring that these are handled swiftly and effectively in line with Scotland Excel's customer care focus.

Support diary management of the Executive Team of Scotland Excel as required.

Liaise with Elected Members as required.

Lead in the development, administration and monitoring of corporate mailboxes.

Responsible for the co-ordination and planning of business meetings and events for Scotland Excel including administration of meeting room booking systems as required.

Responsible for the administration of, and access control to, the Members Area of the Scotland Excel website.

Support the Office Manager in delivery of facilities management and general office administration tasks as required.

Arrange travel itinerary and hotel bookings as required.

Prepare and issue minutes of meetings, some of which may contain political and sensitive information.

Corporate Services Officer (Finance):

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

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

Support the delivery of accounts payable including generation of invoices as required.

Support the delivery of accounts receivable, including generation of associated purchase orders as required.

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

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

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 including supporting other CSO roles in the business services team as and when required.