

SCOTLAND EXCEL

JOB OUTLINE

FUNCTION:	Customer and Business Services	SECTION/TEAM:	Corporate Services Team
POST TITLE:	Corporate Services Officer	POST ID:	TBA
GRADE:	Grade 06	LOCATION:	Renfrewshire House
REPORTING TO:	Corporate Services Manager (s)		

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 Corporate Services Managers.
- 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.
- Lead the Development and Administration of Scotland Excel's Electronic Catalogues (e-cats) and corporate mailboxes.

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.

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.

Maintaining a close working relationship with Corporate 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

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

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

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.

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.

Administer a Purchase Card (PCard) as required.

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.

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

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.