

## Job Title: CYPES Business Support Officer

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**Department:** CYPES

**Division:** Business Support

**Reports to:** Business Lead Officer

**JE Ref:** CYP1083

**Grade:** CS05

**JE Date:** 05/05/2022

### Job purpose

To provide an administrative and business support service to colleagues within the Business Support team and across the Children, Young People, Education & Skills (CYPES) department.

### Job specific responsibilities

1. Support in arranging travel and accommodation for staff moving to Jersey
2. Maintain a non-teaching supply database
3. Gather information for reporting purposes and to assist with FOI requests
4. Provide a broad range of administrative support services to the relevant business area using initiative and drawing on experience to anticipate business needs and respond accordingly
5. Organise, input into and monitor databases to ensure accurate recording; undertake analysis and produce non-standard reports to provide the business with the information it needs to support decision-making.
6. Provide effective management of records ensuring that data is accurately stored, and all retention periods are adhered to in line with government policy
7. Review system license requirements across CYPES and update contracts where necessary
8. Proactively review relevant systems and processes within own area of work and make recommendations to continuously improve efficiency and performance, contributing as part of the wider Business Support Team
9. Responsibility of processing invoices for payments on relevant finance systems, and any relevant financial administrative processes required on behalf of management ensuring they adhere to the relevant finance public manual
10. Respond to practical queries using initiative and judgement to prioritise tasks and duties, providing a customer focused service to all.
11. Organise and book training with internal and external partners
12. Organise travel, accommodation, courses, and conferences for members of CYPES staff as required.
13. Administer long service awards
14. Daily management of Government of Jersey systems and effectively manage invoices and accounts, this may also include providing financial information to the budget holder.
15. Perform other duties commensurate with the grading of the post, as required

## Statutory responsibilities

There are no specific statutory responsibilities directly associated with this role. However, the postholder may be expected to support the management of projects which enable the successful fulfilment of statutory duties.

## Organisational structure



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> <li>5 – GCSEs</li> </ul>	
Knowledge	<ul style="list-style-type: none"> <li>Be able to able to operate across a number of systems.</li> <li>Be able to deal with a number of requests in a planned and organised way.</li> <li>Be able to carry out established and continuing activities.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Government of Jersey and CYPES services and functions</li> </ul>
Technical / Work-based Skills	<ul style="list-style-type: none"> <li>Have used computer systems to enter data and retrieve data.</li> <li>Proficient in using computer applications e.g. Microsoft Office.</li> <li>Attention to detail and ability to record information accurately with minimum supervision.</li> <li>Frequent contact with others but primarily for the purpose of giving and receiving information.</li> </ul>	

<b>General Skills/Attributes</b>	<ul style="list-style-type: none"> <li>• Able to accurately record and manage information and data</li> <li>• Organised and self-motivated.</li> <li>• Communicate effectively with customers to request or transmit information, ask questions, get clarification, exercise tact etc.</li> <li>• Previous experience of working to deadlines</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Practical relevant work experience in the provision of administrative support</li> <li>• Ability to manage own time in a fast-paced environment</li> <li>• Accuracy and attention to detail, coupled with the ability to spot errors and use a common-sense approach to workload.</li> </ul>	

### Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

## Organisation chart

