

Role and person profile

Post title:	Commercial Support	Location:	Manchester
Division:	Business Solutions Group	Department:	Programme and Project
Responsible to:	PMO: Commercial for line management	Responsible for:	N/A
Scale:	TBC – spot salary	Cornerstone behaviours level:	Performer
Post no:	3806		

Purpose

To provide organisational and administrative support to Business Solutions Group (BSG) and lead on specific responsibilities related to budget, data, processes and general administration. This will result in good financial control enabling BSG to manage delivery of BAU services, Programmes and Projects within the budget envelope identified for these. To achieve this, excellent working relations will need to be established and then maintained with BSG budget managers and FCS Business Partners by:

- proactive engagement by the post holder
- the supply of excellent Management Information (MI) for the areas that the role is responsible for, which then enables high quality decisions to be made in a timely manner

which will support the successful delivery of the Nexus Programme and the 2020 strategy.

Key accountabilities

Budget processes

The role will lead on the generation and maintenance of BSG finance data. To complete this the post holder will need to follow existing processes precisely and will have the opportunity to improve these.

Specifically the role will include, but not be limited to:

- Raising purchase orders (PO)
 - receive requisitions
 - check their coding and linking back to ensure the request is in budget
 - raise the PO, email it to interested parties and receipt in Acquire (Oracle)
 - maintain records – logging PO and receipt on the tracker used for forecasting
 - proactively follow up on the above where necessary, identifying and resolving issues before they escalate.

- Finance processes
 - share data (eg PO tracker) regularly to support the work of BSG budget holders and Finance Business Partner to include identifying and resolving accruals every month
 - support the Software Asset Management (SAM) process by providing accurate data in a timely manner for Tech Ops colleagues to maintain their processes and records
 - take on additional responsibilities and tasks commensurate with this aspect of the role.
- Forecasting
 - support the detailed annual budget setting process by providing relevant data and information
 - validating information received to confirm or update forecasting data.

Wider BSG processes

The following tasks are to be planned in, initially by the post holder’s line manager and supported by the Commercial Manager, in a way to ensure all the outcomes above are delivered smoothly.

- Production of outputs agreed with People Services that support good control of resources (roles and budget) within BSG. This will be achieved by developing cross-divisional processes where necessary in a way that works well with all AQA stakeholders. This will include, though not limited to:
 - Production of reports on BSG training opportunities offered, taken up , and the impact on the budget both in terms of spend and forecasting.
 - Production of reports on staff churn and capturing at any moment in time number of staff in post and their status (FTE, contractor), baselined to approved vacancies (posts and budget) and so identifying current vacancies and updating reports as to their status. Note: this work will not involve full details of individuals salaries, it will focus on cost-code budgets and track numbers of posts/vacancies against that.
- The post holder will support PMO activity, particularly but not limited to those related to budget and Finance processes. This work may include:
 - deputising for PMO staff when they are unavailable or there are peak demands on a service
 - examples of this work include change management
 - outputs will include updated Risk and Issue logs, meeting notes, presentation of data to facilitate decisions at meetings/by managers.

General accountabilities

1. To comply with all AQA’s policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
2. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.

Person profile

Knowledge	Assessment
Has knowledge of a working environment	A/I
Relevant knowledge of presenting information	A/P
Commercial awareness to an appropriate level	A/I

Qualification	
Educated to a good level	A
Skills	
Excellent interpersonal skills	A/I/P
To identify problems objectively and subsequently solve them	A/I/P
Excellent communication skills both oral and written	A/I/P
Methodical and a good attention to detail	P
Ability to manage time, prioritise conflicting activities and meet tight deadlines	I/P
A good level of Microsoft Office skills	A/I/P
Leadership skills	
Ability to resolve problems and adapt to change	I/P
Maintain constructive links with other teams and work collaboratively to deliver targets	I/P
Receive feedback and learn from mistakes for continuous self-development	I/P
Experience	
Experience of adapting quickly and well to new environments	A/P
Experience of problem analysis and resolution (in any context)	A/I
Assessment key (criteria to be assessed at the selection stage) A – application (it is essential to provide evidence on application for shortlisting purposes) I - interview T – test (or work sample) P – probation	