Cumberland Council

Post Specification

Date	**December 2020**
Post Group Number	**5413**
Post Title	**Business Support – Cumbria Outdoors**
Job Family	**Business Support**
Job Family Role Profile	**BS6**
Final Grade	**6**

To be read in conjunction with the job family role profile

Service Area description

Cumbria Outdoors – Traded Services
Cumbria Outdoors is an income generating service within Traded Services - People. The service operates across three outdoor sites with the main administrative centre being at Hawse End Centre. The service offers a wide range of outdoor activities and residentials opportunities across a wide range of sectors.

Purpose of this post

Responsible for a high quality front line customer service that ensures the smooth transition of client requirements from the initial inquiry to arrival, and post visit administration.
This role also includes ensuring all financial, personnel, and information systems and procedures are maintained in line with CCC policies and procedures.

Key job specific accountabilities

1. To maintain front line services that support all client groups in preparation for their visit, assisting them in the smooth transition from initial enquiry, booking, programming, costing and post visit invoicing.
2. To assist in the development of new courses and programmes, and maintain a social media presence to promote all opportunities to engage with Cumbria Outdoors.
3. To provide clients with a detailed and accurately costed programme of activities that meets their specified aims and objectives, in line with defined & advertised prices.
4. Take responsibility for the client agreement (signed contract) of the final costed programme or other requirements.
5. Maintain a filing system for access and retrieval (electronic and manual) for all customer, personnel, and financial information
6. Processing all expenditure and income transactions, including petty cash, cheque requisition, and any other financial processes that may occur.
7. Maintain accurate monitoring systems relating to all income and expenditure transactions, to ensure best value, prompt payment & reporting and enabling monthly reconciliation between local and central budget accounts.
8. Maintain, on an ongoing basis, accurate financial & management information relating to business levels of all services across all sites in order to provide up to date information for planning and decision making processes of the management team.
9. Undertake all financial and e-procurement procedures within the limits of personal authority outlined in the local financial scheme of delegation.
10. Assist in securing value for money in all transactions by working closely with all team members in the planning of service delivery.
11. Provide clerical and administrative support to all teams including project and management across Cumbria Outdoors sites

12. Actively participate in service planning & development through pro-active engagement in bi-annual performance appraisals and staff meetings.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• No direct budget responsibility
Staff Management Responsibilities	• No direct line management. May provide guidance to colleagues on specific areas of work.
Other	•

Essential Criteria - Qualifications, knowledge, experience and expertise

- NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
- Willingness to undertake training to support delivery of the service
- ICT literate
- Experience of MS office software
- Experience of using social media to promote services
- Experience of working within an office in a large complex organisation
- Experience in customer service and dealing with Stakeholders inc. dealing with the public
- Can demonstrate a working knowledge of processes, procedures and systems and how to apply them within a complex service area
- Proven experience of using databases and manual record systems;
- Note taking and preparation of documents
- Experience of message taking and transmitting
- Proven experience of the maintenance of accurate records and working to deadlines
- Proven experience of prioritising own work and ability work under own initiative, unsupervised at times
- Ability to travel

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
  - DBS Enhanced – Children

Job working circumstances

Emotional Demands	No additional demands
Physical Demands	No additional demands
Working Conditions	Office based – no additional demands

Other Factors

•