

Recruitment Pack



EAST RENFREWSHIRE COUNCIL

SENIOR FINANCE & BUSINESS SUPPORT ASSISTANT

ERN06606

EXTERNAL

CONTENTS

Advertisement

Job Description

Person Specification

This Recruitment Pack should contain all the information you require to complete your application.



our values



ADVERTISEMENT



DEPARTMENT:	Environment
JOB TITLE:	Senior Finance & Business Support Assistant
JOB STATUS:	Full Time
DURATION:	Permanent & Fixed Term for 78 Weeks
NUMBER OF VACANCIES:	2
GRADE:	5
HOURLY RATE:	£15.66 - £16.49
ANNUAL SALARY:	£28,577 - £30,092
HOURS PER WEEK:	35
LOCATION:	Barrhead Council Offices/ *Hybrid Working

East Renfrewshire Council Housing department is looking for motivated and enthusiastic applicants to provide efficient and effective administrative support to the Finance and Business Support Team, as well as other sections of the service where required.

Applicants with a finance background is essential to support the delivery of an effective Purchase to Pay process from end to end, and work with officers and suppliers to continuously improve our compliance with key finance and business support processes.

Working as part of a team, liaising with internal and external customers to ensure the effective provision of the service, means good communication skills are a prerequisite.



You will be required to demonstrate excellent IT skills including knowledge and experience in Microsoft Word, Outlook and Excel. You will also be required to demonstrate previous experience of maintenance, development and interrogation of local government or similar database systems.

You will be required to demonstrate the ability to organise and prioritise workload in an effective way, responding to changing priorities and contributing effectively to team goals and targets.

*Hybrid employees are considered workplace based first, but they will have a level of flexibility to work from home up to 40% of their working week, if it is not to the detriment of their current tasks, team requirements or service needs.

For details of our employment policies and terms and conditions, please visit our Council Careers page <https://eastrenfrewshire.gov.uk/careers>

East Renfrewshire Council has launched a new 15-year Community Planning Partnership vision called 'A Place to Grow'. Please follow this link <https://eastrenfrewshire.gov.uk/placetogrow> to watch a video and read our full plan which sets out our shared hopes and aspirations between now and 2040 so that East Renfrewshire is a place where everyone can flourish, thrive and grow.

Please note – all applicants will be asked to provide proof of their right to work in the UK, and any offer of employment will be conditional upon verifying documentary evidence before employment commences. Further information can be found here: <https://www.gov.uk/prove-right-to-work>

Please note – East Renfrewshire Council does not provide Visa sponsorship.

References – during your application form completion you must provide details of a minimum of 2 referees, 1 of which should be your most recent or current employer. It is also a requirement that the referees are your previous/current managers and are not the details of work colleagues operating at the same level as you or personal referees. Please note only work email addresses for referees will be accepted. Please contact hrdirect@eastrenfrewshire.gov.uk with any questions.

Employability Support – Work East Ren – For further support on completing job applications, East Renfrewshire residents can access free support from our employability team Work East Ren. They can also provide general support with other employability matters. Please contact Work East Ren on 0141 577 8438, email worker@eastrenfrewshire.gov.uk or visit the website <https://www.workeastren.co.uk/>



Pension Scheme

Employees with a contract of employment for 3 months or more are automatically included in our Local Government Pension Scheme which is a career average scheme. Pension contribution rates are based on a tiered system determined by your annual full time equivalent pensionable pay. Further details can be found in the attached document General Information for Applicants or via the Strathclyde Pension Fund website [Local Government Pension Scheme \(LGPS\) Guidance](#)

Recruitment Dates

Closing date for applications: midnight on Sunday 18 October 2026

Shortleat date: 27 October 2026

Interview date: 30 October 2026

If you would like an informal discussion about the post, please contact Sahar Morshed, Business Support Supervisor, at Sahar.Morshed@eastrenfrewshire.gov.uk (No agencies please).

Recruitment Communication

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

- Email notification advising of outcome of shortlisting
- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the above correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

Payslips

The council provides electronic payslips online through our employee self-service portal. Successful applicants will be provided with a login to the self-service portal to access their payslip.



Guaranteed Interview Scheme

Disability Confident

If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.

Care Experienced Children and Young People – Looked After Children

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and they have either been in the care of their local authority i.e. been in foster care or in residential care etc. and they are under the age of 29 years old they will be given the opportunity to demonstrate their abilities at interview.

Veterans

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and can demonstrate in their work history they are a Veteran of the armed forces who has left or is leaving service then applicants will be given the opportunity to demonstrate their abilities at interview.

Trainee Roles or Modern Apprentices

For modern apprentices or traineeship roles where the applicant is an East Renfrewshire Council resident or school leaver, they will be guaranteed interview if the applicant clearly shows in their application that they meet the essential criteria for the job.



Equalities

East Renfrewshire Council is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We offer a range of family friendly, inclusive employment policies, and employee benefits to support staff from different backgrounds.

East Renfrewshire Council has committed to implement the key recommendations of the Scottish Parliament's Equalities and Human Rights Committee's Race Equality, Employment and Skills: Making Progress report.

Application Guidance

For help on completing East Renfrewshire Council's Local Government application form, we have provided guidance on our Careers webpage under the Applying to Work for Us section which can be found here

- <https://www.eastrenfrewshire.gov.uk/careers>

Please fill out the application using your own words, based on your own experiences. We ask that candidates do not use AI tools to complete recruitment application forms. We value authenticity and are genuinely interested in reading candidates personally written applications. If it looks like your application was created using AI, we may not be able to consider it unless you've told us in advance and we've agreed this as part of a reasonable adjustment.

Privacy Notice

If you would like more information about how we handle your data please read our Privacy Notice which can be found here:

<https://www.eastrenfrewshire.gov.uk/hr-privacy-notice>



JOB DESCRIPTION



Department: Environment Department

Division/Section: Housing Services, Business Support

Job Title: Senior Finance & Business Support Assistant

Responsible to: Business Support Supervisor (Housing)

Responsible for: n/a

Grade: Grade 5

Date Revised: 24 March 2021

Purpose: The post will play a key part in the core Finance and Business Support duties for Housing Services and will provide efficient and effective administrative support to all sections within the service.

To schedule, allocate, and complete key tasks required of the team and ensure that the regular timescales for carrying these out be met effectively.

The post-holder will support the delivery of an effective Purchase to Pay process from end to end within Housing, and work with officers and suppliers to continuously improve our compliance with key finance and business support processes.

- Main Duties:
- To schedule, allocate and complete key work tasks required of the Business Support Team and be able to deal with, using own initiative, problems which arise undertaking day-to-day duties
 - To coordinate and manage information relating to employees e.g. processing training requests, dealing with annual leave, PRD, sickness returns, timesheets, inventories and Health and Safety assessments etc.



our values



- To support the delivery of an effective Purchase to Pay process within Housing, and be proficient in undertaking a range of generic tasks required for this process from end-to-end.
- Assisting officers across the service with the monitoring and reconciliation of open orders and outstanding sub-contractor jobs.
- Support the service's financial processes and systems by:
 - Processing purchase orders
 - Ensuring goods are delivered
 - Recording goods received and dealing with supplier order and invoice enquiries to resolution.
 - Processing or generating invoices
 - Making payments (e.g. petty cash and bacs)
 - Updating systems and monitoring budget spend
 - Co-ordinating stationery orders
 - Making transport and travel arrangements as required
- To provide comprehensive business support to services including, but not limited to:
 - Managing correspondence, preparing documents such as letters, agendas and meeting papers
 - Overseeing and manage incoming and outgoing mail for the team and wider service
 - Arranging meetings and comprehensive minute-taking
 - Dealing with customers enquiries effectively via telephone, face-to-face and online enquiries
 - Processing bookings, referrals & managing applications for council services, resolving problems using own initiative, guided by a defined set of procedures and eligibility criteria where applicable
 - Utilising document management and storage filing systems to ensure confidential and sensitive records are created and stored effectively and that appropriately
- To liaise with various stakeholders as required to assess service needs, provide advice and make service delivery arrangements as appropriate.

- To update the council intranet and internet as appropriate and to keep abreast of organisational changes in relation to the service.
- To use a range of ICT applications and systems, to:
 - produce reports and statistical returns for relevant staff
 - Ensure stock ordering information is held accurately to reflect supplier ranking and framework pricing,
 - organise and maintain general housekeeping with regards data and records on ICT systems, in line with data security and retention guidelines
 - research and provide data with respect to any business requests
- To liaise with various stakeholders to understand and deliver reporting requirements.
- To work as part of a team in a busy office environment, and to be flexible in providing cover (planned and short notice) across the Business Support Team, including providing cover for the Business Support Supervisor as required.
- To communicate effectively with other housing teams and appropriate parts of the council, in the course of duties.
- Contribute to continually improving key business support systems and processes, to ensure these are as efficient as possible.
- To provide training, support and advice to lower grade members of the teams as required, and assist in developing a generic skill base within the team.
- To schedule, allocate and check duties of the Business Support Team and be able to deal with problems using own initiative.
- To support service continuity and cover, the post-holder may be asked to work within and across different areas of the service
- May be asked to work evenings, weekends or public holidays, however, notice would be given

General



- To ensure the implementation of the council's health and safety policies and the compliance with all statutory requirements to ensure the health, safety and welfare of employees, the general public and others
- Support the wider transformation and change programmes of work within the service and contribute towards continually improving how things are done, embracing digital transformation and new ways of working
- To take personal responsibility for the good use of the council's resources appropriate to the job level and work area
- Contribute towards ensuring that council policies, statutes and government legislation are upheld within their service
- To take responsibility for the development and implementation of their own personal development plan and own continued professional development in those areas relevant to the role within the Council.
- Deputise for the post of Business Support Supervisor (Housing), as required
- To undertake other duties from time to time which are not specified above, which are commensurate to the grade and under the direction of the post's line manager or other members of the Senior Management Team

NOTE: This Job Description is a broad outline only of the duties of the post. Revision to these may take place from time to time.



our values



PERSON SPECIFICATION

POST OF: Senior Finance & Business Support Assistant GRADE: 5	SERVICE: Housing Services DEPARTMENT: Environment Department		
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS Educated to Standard Grade level SVQ Level II Business Administration or equivalent Relevant Housing Qualification	✓ ✓	✓ ✓	Application Form
RELEVANT WORK/ OTHER EXPERIENCE Experience of coordinating tasks and managing business support processes Experience of working within a business support and administrative environment Good general knowledge and experience of a Housing or similar service Experience of dealing with members of the public face to face and over the telephone on challenging issues Experience of dealing with complex charges, raising invoices and generating purchase orders.	✓ ✓ ✓ ✓		Application Form/ Assessment Centre/ Interview

Experience of operating housing management software or similar data management systems		✓	
Experience of streamlining and improving business processes		✓	
SKILLS AND ABILITIES			
Excellent time management skills	✓		
Ability to work to tight deadlines	✓		
Ability to produce reports / statistical returns	✓		
Excellent financial and budgetary monitoring skills	✓		
Excellent written and verbal communication skills	✓		
Demonstrable ability to utilise Microsoft Office applications e.g. Word, Excel, Power-point	✓		
Ability to work with the end in mind, understanding problems and being able to develop solutions to achieve positive outcomes	✓		
Excellent interpersonal skills	✓		
Excellent data entry skills	✓		
Excellent ability to take minutes of meetings and present them in an appropriate format	✓		
PERSONAL QUALITIES			
Has the customer in mind in the pursuit of positive outcomes	✓		
			Application Form/ Assessment Centre/ Interview
			Application Form/ Assessment Centre/ Interview

Uses own initiative to seek guidance and / or assistance if goals or deadlines threatened	✓		
Works effectively as part of a team and supports colleagues where needed	✓		
Able to communicate and interact well with colleagues and the public, being diplomatic and assertive, and deal with those who may become emotional, angry or frustrated	✓		
Must be able to work to own initiative, and with little supervision	✓		
A high level of reliability and personal integrity, including maintaining confidentiality on sensitive issues	✓		
Remains calm under pressure	✓		
Self-motivated and can motivate others within the team	✓		
ADDITIONAL JOB REQUIREMENTS			
Occasional working out-with core hours	✓		Application Form/ Assessment Centre/ Interview