

Passenger Focus Job description

Title: Resources Adviser

Grade/band: C

Line manager: Resources Director

Purpose of the Job

The purpose of the role is to improve the quality of passengers' journeys by providing high quality support to the resources team to ensure payment and personnel systems and records are kept up to date, and co-ordinate information and communication technology (ICT) support reporting including maintaining asset lists to facilitate the delivery the organisation's business plans.

Outline

Based in Manchester and reporting to the Resources Director, the postholder will be responsible for supporting the resources team in the provision of a range of information and services to managers and staff, for the processing of invoices and expenses claims, and for assisting the Premises and Services Co-ordinator with ICT asset/stock management and helpdesk functions

Tasks and responsibilities:

Finance:

- Entering purchase invoices on the accounting system
- Preparation of invoices and expense claims for payment within strict time-scales
- Tracking purchase invoices and supporting paperwork and following up to ensure payment targets are achieved
- Liaising with colleagues and suppliers regarding invoice and payment queries

Human Resources:

- Support the HR Manager and HR and Finance co-ordinator by maintaining HR records
- Enter personnel data onto the HR system, ensuring all information is accurate and kept up to date and secure.
- Tracking absence and personnel paperwork and following up missing paperwork to ensure records are kept up to date

Premises and Services

- Supporting the premises and services co-ordinator by acting as a liaison point for IT and telephone enquiries and passing relevant information to colleagues/suppliers as appropriate
- Assisting with ICT asset/stock management
- Provide support for any procurement projects

Passenger Focus Person specification

Skills and Competencies

- **Education/experience:** minimum of 5 GCSE including English and Maths (or equivalent) and some experience in an office based administration role
- **Planning & Organising:** Ability to use IT skills effectively to plan and organise administration systems such as finance recording and filing systems. Good working knowledge of Microsoft Office, including Word, Excel and Powerpoint and ability to use these skills to produce reports, letters and other correspondence is essential.
- **Initiative and Innovation:** able to work under own initiative, prioritise workload and think strategically around issues with minimum supervision
- **Communication** – able to communicate clearly both verbally and in writing so that others can understand especially those with limited financial expertise
- **Committment to continuous improvement:** able to maintain high levels of accuracy when processing work, being mindful of the importance of data integrity, motivated by the delivery of process improvement to achieve results
- **Planning & Organising:** Ability to use IT skills effectively to plan and organise, administration systems such as call recording and filing systems. Good working knowledge of Microsoft Office, including Word, Excel and Powerpoint and ability to use these skills in producing reports, letters and other correspondence is essential.
- **Team working:** can work effectively as part of a team, contributing to the achievement of team objectives as a priority
- **Knowledge** : A basic understanding of finance procedures and information and communications technology would be an advantage but is not essential

Important working relationships

- Resources Director
- Resources Team colleagues
- Other Passenger Focus teams
- Suppliers
- ICT partners