

Hub Officer

Department:	Treasury and Exchequer
Section:	Commercial Services
Reports to:	Source to Pay Lead
JE Ref:	STE1054.1
Grade: CS05-CS06	JE Date: 07/08/2023

Job purpose

To administer and provide comprehensive support within the Procure to Pay (P2P) Hub, and across Government of Jersey, providing a commercial and advisory support service.

The postholder will provide individual contribution working within a team, offering first line support to services.

Job specific outcomes

1. Provide a broad range of high-level finance and commercial processing services to the relevant business area, using initiative and drawing on experience to anticipate business needs and respond accordingly.
2. Respond to end user queries using initiative and judgement to prioritise tasks and duties, providing a customer focused service across a range of tasks that require knowledge and understanding of Treasury functions. This will involve query management and triaging of queries from external suppliers and internal system users.
3. Organise, input into, and monitor enterprise software and 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.
4. 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 P2P HUB Team.
5. Review free text requisitions for conformance and facilitate the issue of issue Purchase Orders and close liaison with colleagues across finance shared services and accounts payable to ensure timely management of the end to end process for invoice payment, escalating issues where appropriate.
6. Develop and maintain an awareness of other teams and services activities, building positive relationships with them to ensure a collaborative service is provided to the business.
7. Participate in the management of tickets and queries raised regarding the Procurement process, as necessary.
8. To maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.

- 9. Create and update performance measurement tools providing advice and support to managers to ensure the integrity, data quality and production of management information is accurate to meet KPIs and SLA requirements.
- 10. Prioritise own workload around planning and sequencing of assigned tasks to ensure the workflow is maintained and processing deadlines are met and carried out.

Statutory responsibilities

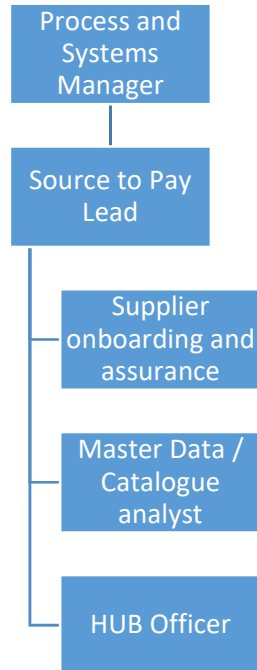
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to A level standard NVQ level 3 in business administration or equivalent experience.	
Knowledge	Knowledge of operating across a number of systems and adjusting to specialist systems: Knowledge of shared service functions.	
Technical / Work-based Skills	Have used computer systems to enter and retrieve data. Proficient in using computer applications eg	

	<p>Microsoft Office, in particular Excel</p> <p>Attention to detail and ability to record information accurately with minimum supervision</p> <p>Strong communication skills required, primarily for the purpose of giving and receiving information, but frequent contact with others is also required.</p>	
General Skills/Attributes	<p>Able to accurately record information and data.</p> <p>Ability to manage own workload within agreed timelines and escalate where issues arise.</p> <p>Organised and self-motivated.</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc.</p> <p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity.</p> <p>Be able to operate within a number of specialised IT and software systems.</p> <p>Be able to carry out skills, complicated established activities.</p>	
Experience	<p>Practical relevant work experience in the provision of broad administrative support within a complex business model; Ability to manage a varied workload;</p>	

	<p>Ability to work at pace and retain a resilience in the face of pressurised situations.</p> <p>The ability to prioritise and manage the workload.</p> <p>In-depth understanding of administrative methods that have been learned through direct job experience.</p> <p>Criteria relating to Safeguarding Other requirements needed to confirm suitability to work with vulnerable people e.g., attitudes, skills, experience etc.</p>	
--	---	--

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.