



ROLE PROFILE FOR BUSINESS SUPPORT OFFICER

Role Title: Business Support Officer

Service: Theatre

Location: Camberley Theatre, Knoll Road, Camberley, Surrey, GU15 3SY

Reporting To: Venue and Events Manager

Role Purpose

- Process and issue show settlements and hire invoices
- Complete daily banking reconciliations as required
- Complete petty cash reconciliations
- Responding to and redirecting customer enquiries
- Issuing contracts for shows and hires.
- General office administration as required around operational activities

Main Duties and Accountabilities

Knowledge and Expertise

- Develop a good understanding of the Theatre's operation so that enquiries can be responded to or redirected to the appropriate team member effectively.
- Provide general administrative support to the Theatre as required.



Creativity and Innovation

- To take a positive approach to problem solving for customers and users.
- Work with colleagues as appropriate to find solutions which are mutually agreeable.

Financial Accountability

- Support Officers to ensure that all financial matters are dealt with in a timely and efficient manner.
- Administer financial processing, including issuing settlements, raising invoices and purchase orders, daily banking reconciliations and petty cash reconciliation.
- Assist the team's Finance and Performance officer as required.

Impact upon the Organisation & the Community

- Positively represent the Local Authority, in particular the Theatre team.
- Deliver a high standard of customer service.

Management & Supervisory Responsibilities

- This role does not have any management responsibilities.

Initiative & Independent Action

- Respond to communication from the public and external contractors and ensure that complaints and queries are dealt with effectively and by following Council guidelines.

General

- Comply with all Council Standing orders and financial regulations.



- Carry out any other requested duties that are commensurate with the grading of this post.

Continuous Professional Development

- Ongoing training as and when required.

Customers and Contacts

Important Internal Relationships

- Theatre Team
- Finance Team

Important External Relationships

- Touring companies and hirers
- Customers of the theatre
- Local businesses

Additional Requirements

- **Ability to work from home if required, with access to reliable fast broadband connectivity.**



Leisure Support Officer - Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
Educated to GCSE level or equivalent standard	E	A

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
2 Years minimum work experience in a customer or commercial related activity	E	A
Excellent level of numeracy, literacy and keyboard skills	E	A
Comprehensive knowledge of Microsoft software	E	A
Understand the functioning of a theatre and how show settlements are calculated.	D	A/I

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment



Excellent interpersonal skills and understanding of customer service requirements	E	I
Ability to deliver the service in a pleasant manner, developing relationships that foster good practice.	E	I
Excellent written and verbal communications skills	E	A/I
Able to converse with customers and provide advice in accurate spoken English	E	I

Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to problem solve and think creatively in responding to queries and customer contact.	D	I

Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
A knowledge of financial processing	E	A/I

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment



Ability to work effectively and sensitively with a range of stakeholders.	E	I
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Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
Not applicable		

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Confidence and ability to deal with the public on a daily basis.	E	A/I
High level of personal organisation and motivation	E	A/I

Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Honesty and integrity	E	A/I
Positive and progressive style	E	A/I
Any other reasonable duties commensurate with this position	E	I

DBS Requirements





■ No Check Required

