



Business Support Officer

Appointment Brief

April 2024



Action for a Fair Water Future

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Background

Water Witness is an innovative Edinburgh based charity which leads action, research, and advocacy for a fair water future where all people can access the water needed to thrive, and are protected against floods, drought, pollution, ecosystem degradation and water conflict.

We stand with those at the sharp end of the global water crisis to shine a light on its impacts, to understand its root causes and to activate an effective response. We work with inspirational local partners to trigger social justice and system change to ensure sustainable management and equitable use of the world's most precious resource.

Over the past decade our team have been on the frontline: working to improve water security for over one million vulnerable people, driving improved policy, practice, and investment, building new approaches and communities of practice, and holding duty bearers to account for improved performance on water. Our hands-on field experience is backed up by cutting-edge research and global analyses, and this provides us with a clear understanding of the action needed to deliver on the water-related Sustainable Development Goals.

Our 2030 strategy builds on our track record as a dynamic NGO which unlocks improved water resource governance and water security for vulnerable communities. In the decade ahead we will work with our partners to focus on the following five imperatives:

1. **Accountable governance:** to implement effective and equitable water policy and law
2. **Progressive financing:** to unlock funding and financial incentives for water security
3. **Redefining corporate responsibility:** to transform private sector behaviour for shared water security
4. **Confronting climate chaos:** to prevent catastrophic water shocks and build resilience
5. **Activating people power:** to trigger political, social, and economic change for water security

Having maintained steady progress in delivering on our goals throughout the global pandemic, we are now seeking an exceptional Business Support Officer to join our team in Edinburgh to help us accelerate delivery of our 2030 Strategy. Their work will strengthen the organisation's administrative and financial systems, and support services to our staff and partners around the world which are at the core of our world changing work.

The Role

Job Title:	Business Support Officer
Place of Work:	Edinburgh, UK
Pay:	Pro rata £26,330 - £29,088 (depending on experience) per annum plus 8% pension contribution(.)
Reports to:	Business Manager
Term:	Full or Part-time (3-5 days each week) – 2 Year contract extended subject to performance and funding

Job Summary and Purpose

We are seeking to appoint a well-organised, self-motivated, and flexible professional, with strong administrative and finance skills, to assist and support the Business Manager with a broad range of administrative and financial duties and to support colleagues across the wider organisation, including our offices in Africa.

The Business Support Officer will be responsible for ensuring transparent and efficient office administration and financial activities contributing to the achievement of Water Witness's overall objectives.

S/he will be responsible for general administrative and financial management duties including recording income and expenditure, arranging payment of invoices, supporting financial audits, fundraising applications, support to the Senior Management Team and other staff, facilities and asset maintenance, supporting meetings including correspondence, convening, and preparing material and documentation, as well as taking minutes and tracking and chasing actions as required. The post holder will also support the setting up and management of contact databases and filing systems and management of our media and photo library. They will also assist the CEO and SMT with diary management.

The Business Support Officer will be based in our Edinburgh headquarters. Some hybrid working and international travel may be required. If you are looking for an exciting opportunity to use your experience and skills to support positive change in the world, then we urge you to apply.

Key working relationships and logistical arrangements

The successful applicant will join seven professionals based at our Head Office in Edinburgh. They will work closely with the Senior Management Team to help shape and deliver the organization's business and fundraising strategy and plans. Key working relationships include: (i) Senior Management Team and wider Water Witness team, (ii) Supporters, partners, and donor organisations.

Duties and responsibilities

The objectives of this role are to assist the Business Manager and Senior Management Team with a broad range of activities, including delivery of Water Witness's income generation strategy and plans to ensure the sustainability of the charity and the achievement of its aims.

Your primary duty will be to support the Business Manager in the effective delivery of day-to-day administration and financial management. These main areas of responsibility include:

Administration

- Support SMT and team through effective preparation for, management and follow up of internal and external meetings, including agendas, correspondence, preparing materials and documentation, and tracking and chasing actions as required.
- Act as a Microsoft 365 'Angel' and run the ICT helpdesk for the organisation.
- Set up and manage databases of contacts, and filing systems, including our photo and film library ensuring compliance with GDPR and ethical standards.
- Build relationships with all staff and ensure their working facilities are appropriate and compliant with H&S policy, and to ensure smooth working relationships.
- Support weekly staff meetings.
- To plan and manage the delivery of training.
- Organise international travel and accommodation for staff.
- Manage office visitors, maintenance, and assets/resources.
- Support Water Witness's fundraising activities.
- Improve and maintain office systems and facilities management.
- Support human resource management and annual leave administration
- Other duties as assigned.

Finance

- Manage monthly budgets and report on variances to SMT/Programme Leads
- Process purchases and invoices ensuring appropriate approval and correct allocation to programme budgets.
- Process regular payments for authorisation by the Business Manager
- Raise and track invoices to Funders/Stakeholders
- Support monthly reconciliations
- Process and pay expense claims
- Oversee the purchase process, arranging, and ordering stationery resources etc.
- Recording all income and expenditure using Financial Management software.
- Assist in the preparation for year-end audit and audits by funders.
- Manage petty cash and advances

Person Specification

The successful applicant will be able to demonstrate the following:

Experience and qualifications:

Essential

- Relevant qualifications in financial management and administration
- Progression and development through significant experience in a similar role.
- Proficiency in using a range of IT software, including Microsoft 365 and SharePoint, with the ability to learn other software applications quickly.
- Experience in good meeting management techniques.
- Experience in database management and GDPR compliance.
- Liaising and communicating with, and supporting coordination across a wide range of senior professionals, internally and externally (government, business, civil society, etc.).

Desirable

- Experience of using QuickBooks accounting Software
- Experience in effectively supporting senior staff within a global development organization and of working with international partners.
- Project and programme management experience.

Skills and attributes:

Essential

- Excellent people and communication skills, both written & verbal, including the ability to communicate across cultures.
- Excellent IT skills including word processing, spreadsheets, presentations, graphics, and use of communication applications (Skype, Zoom, etc.).
- Flexible, extremely well-organized with a keen eye for quality assurance and value for money.
- Adept at following-up to ensure a successful outcome, especially in the management of details and when juggling multiple priorities.
- Ability to produce high-quality work with attention to detail, while remaining calm and effective under pressure.
- Ability to solve complex problems, think innovatively, creatively, and strategically.
- Flexibility to work outside normal business hours on occasion when required by the business.
- Excellent time management skills and ability to work without supervision.
- A willingness to do what is needed to get the job done.
- Interest in our work and commitment to social justice and sustainable development.



How to apply

All correspondence should be sent to jobs@waterwitness.org with 'Business Support Officer' in the subject line. Please provide a CV and covering letter in ONE single document. The cover letter should be no more than two pages long, must explain why you are suitable for this position, and should clearly set out how your skills and experience match the specified criteria.

NOTE: APPLICATIONS WHICH DO NOT MEET THESE REQUIREMENTS WILL NOT BE CONSIDERED

Timeline

Closing date:	12 Noon 30 th April 2024
Selection day and final panel interviews:	w/c 13 th May 2024
Expected start:	w/c June 2024

Equality Statement

Equality and diversity are at the core of Water Witness' values. We are committed to equal opportunities for all, and to welcome people from a wide diversity of backgrounds, cultures, and experiences.

On this occasion, only those with an existing right to work and live in the UK should apply.

Selection Process

We will only use the information you provide to process your application. For more details on how we use your information, see our [applicant's](#). By emailing us, you are permitting us to use the information you have provided for recruitment purposes. Shortlisted candidates may be required to undertake an additional assessment prior to the final interview.

Queries

If you have any queries on any aspect of the appointment process or need additional information, please email jobs@waterwitness.org.