

Modern Apprentice – Clerical Assistant

Reference No:	Modern Apprentice		
Service:	Communities and Neighbourhoods		
Job Family:	Admin/Clerical/Business Support	Grade:	FC3 50% Year 1 80% Year 2

Purpose

The apprentice will work, under supervision, to build and develop skills in providing clerical support in a community establishment, assisting with all aspects of the day to day running of the office. You will have an individual responsibility for keeping up to date with changes in procedures and technology.

The duration of the apprenticeship will be up to 2 years. During this period the apprentice will undertake training towards a SVQ Level 2 in an Administrative framework which is SCQF Level 5.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Under supervision, provide clerical support such as maintaining computer systems and processes to support service delivery, photocopying, high volume printing, producing professional office documents, including e-mails, letters, memos, notices, spreadsheets, minutes etc. Assisting in the maintenance of efficient office systems to enable prompt retrieval of data, completion of returns etc.	minimum 2 National 4s, to include English and Maths Candidates will have an interest in working in an office environment using current computer-based applications to carry out a range of duties.	✓ ✓	

Role Profile

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• Providing an effective and customer focused enquiry/reception service for all visitors, staff and learners. • Assisting colleagues in all aspects of financial information systems including ordering, receipting, resolving queries, running reports, journals etc. and general financial housekeeping at financial period end. • Assisting with the production of various documents such as booklets, newsletters, handbooks and information bulletins • Ensuring that an up-to-date knowledge and skills base is developed in all the relevant IT systems	An interest in developing IT skills Numerical skills Attention to detail Time management skills Ability to maintain confidentiality Developing team working skills Developing interpersonal skills Developing communication skills Developing organisational skills Developing initiative	✓ ✓	
Supporting information and records management: such as electronic and paper filing, file management, retention, indexing, removal and archiving.	Organisational skills	✓	
Delivering a front line or back-office service, providing a high standard of customer care in communication including handling telephone calls, emails and visits from the public and taking messages, bookings, providing advice or information and handling straight-forward complaints, escalating as appropriate.	Customer Service/care skills Communication skills, both oral and written	✓ ✓	
Maintaining an overview of consumables, identifying stocks that need to be replenished. Processing a range of orders including stationery and equipment.	Problem solving skills	✓	

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Liaising with non-Fife Council employees, e.g. parents, suppliers, external customers, visitors.	Interpersonal skills	✓	
	Team working skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
- Skills Framework (if applicable) How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.

Version: 1.4

Issue date: October 2023

E = Essential Criteria D = Desirable Criteria