



# Role Profile

<b>SUPPORT ASSISTANT (SEIC)</b>			
Reference No.	A4698	Type:	Individual
Service	Education and Children's Services		
Job Family	Admin and Clerical 3	Grade	FC3

<b>Purpose</b>
To provide an efficient and effective support service in a professional manner in line with business requirements across the South East Improvement Collaborative.
Providing a customer-oriented approach, delivering a service which is responsive to customer needs.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Providing a comprehensive business support service to the South East Improvement Collaborative: such as maintaining computer systems and processes to support service delivery, data/word processing, preparing and distributing documentation, financial transactions, printing, scanning, copying, mail handling, scheduling and coordinating meetings and appointments, minute and note taking and customer contact duties.	<p>Experience of working in an office using current computer based applications to carry out a range of duties (Deliver results – See 'How We Work Matters' Framework)</p> <p>National 4 with core skills modules, SVQ1, 3 Standard or 'O' Grades or equivalent</p> <p>Ability to provide a regular and effective service</p> <p>Customer Service Professional Qualification</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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<p>Using current computer based applications carry out a range of duties including:</p> <ul style="list-style-type: none"> <li>• updating/maintaining existing systems to enable the prompt retrieval of data, e.g. spreadsheets, databases</li> <li>• completing of returns and reports,</li> <li>• collating/providing management/statistical information,</li> <li>• processing documents, e.g. payroll, orders</li> <li>• word processing including creating, formatting and updating documents, e.g. minutes, reports, correspondence, newsletters</li> <li>• managing and coordinating meeting and appointment schedules including travel arrangements</li> <li>• assisting at events.</li> </ul>	<p>Confident user of IT applications, showing ability to use packages effectively. (Embrace technology and information)</p> <p>Experience of non-standard corporate systems</p> <p>Numerical skills</p> <p>Attention to detail</p> <p>Time Management skills (Take ownership)</p> <p>Experience of creating, formatting and updating documents</p> <p>Minute taking skills</p> <p>Experience of maintaining confidentiality</p> <p>Audio typing</p>	<p>✓</p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p>✓</p> <p></p> <p></p> <p></p> <p>✓</p> <p></p> <p></p> <p>✓</p>
<p>Supporting information and records management: such as electronic and paper filing, file management, retention, indexing, removal and archiving.</p>	<p>Organisational skills</p>	<p>✓</p>	<p></p>
<p>Delivering a front line or back office service, providing a high standard of customer care in communication including: handling telephone calls, e-mails and visits from the public and taking messages, bookings, providing advice or information and handling straight-forward complaints, escalating as appropriate.</p>	<p>Customer Service/care skills (Focus on customers)</p> <p>Communication skills, both oral and written</p>	<p>✓</p> <p>✓</p>	<p></p> <p></p>

E = Essential Criteria D = Desirable Criteria

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Processing and recording of financial transactions, including cash handling, banking, invoicing and assisting with the requisitioning and receipting of goods and services.	Cash handling skills  Accuracy skills	✓	✓
Maintaining an overview of consumables, identifying stocks that need to be replenished. Processing a range of orders including stationery and equipment.	Problem solving skills	✓	
Assisting managers with the reporting and follow up of repairs and maintenance.			
Liaising with non Fife Council employees, e.g. parents, suppliers, external customers, visitors.	Interpersonal skills  Team working skills (Working together)	✓  ✓	
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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
<b>Before confirming appointment:</b> 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.	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Before confirming appointment: you may be required to have a PVG. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>

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