



# Role Profile

## ABE / ESOL Support Assistant

Reference No.	I291.01	Type	Generic
Service	Community Learning & Development		
Job Family	Admin and Clerical	Grade	FC3

### Purpose

To provide an efficient and effective administrative support service to the ABE and ESOL teams and Coordinators, in a professional manner.

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 administrative support service for ABE and ESOL enquiries from staff, volunteers and learners. 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>Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O' Grades or equivalent</p> <p>Experience of working in an office (Deliver results – See 'How We Work Matters' Framework)</p>	<p>✓</p> <p>✓</p>	
Updating and maintaining systems to enable retrieval of data to allow completion of statistical information, reports and returns.	<p>Experience of using IT applications, showing ability to use packages effectively. (Embrace technology and information)</p> <p>Experience of non-standard corporate systems</p>	<p>✓</p>	<p>✓</p>

E = Essential Criteria    D = Desirable Criteria

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Word processing including creating, formatting and updating documents, e.g. minutes, reports, correspondence, newsletters, payroll, orders.	Numerical skills  Experience of applying attention to detail	✓  ✓	
Managing and coordinating meeting and appointment schedules including travel arrangements and assisting at events.	Experience of maintaining confidentiality  Time Management skills (Take ownership)	✓  ✓	
Delivering an efficient reception function, 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.	Customer Service/care skills (Focus on customers)  Communication skills, both oral and written	✓  ✓	
Creating, maintaining and archiving project files for all ABE and ESOL projects, and where required learner records.	Organisational skills	✓	
Receiving payments for ESOL class fees, issuing ESOL payment passports and banking the payments as per the Council financial guidelines.	Knowledge of cash handling and financial management procedures	✓	
Providing ABE and/or ESOL Coordinators with statistics and other information on a regular basis and at their request.	Experience of working under pressure while still achieving results (Work together)	✓	
Undertaking SQA registration requirements for learners, as per the SQA guidance and online systems.			
Advising learners by telephone if classes have been cancelled or re-scheduled at short notice.			
Updating Fife Direct and the Learning Kingdom websites to ensure accurate information on ABE and ESOL classes is available to the general public.			

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Raising all ABE and ESOL requisitions for bus vouchers, class room accommodation, project materials and stationery using the Council procurement and finance systems.			
Administration of Syrian Refugee Resettlement scheme and collation of information required for reporting to the Home Office.			
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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<b>Job Title of Specialist tasks</b>			

### Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	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"/>	

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**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results