

BUSINESS SUPPORT ASSISTANT 2

Reference No.	A4547	Type	Generic
Service	Business Support		
Job Family	Admin and Clerical 4	Grade	FC4

Purpose

To provide an efficient and effective business support service in a professional manner in line with business requirements. Providing a customer-oriented approach, delivering a service which is responsive to the varied needs of managerial, administrative and operational teams and external customers.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Providing a comprehensive business support service: 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.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Experience of working in an office environment (Deliver results – See ‘How We Work Matters’ Framework)

National 4, SVQ2, or 3 Standard Grades or equivalent

Customer Service Professional Qualification

Working knowledge of a range of office services and procedures

Experience within Local Government

Ability to provide a regular and effective service

E	D
✓	
✓	
	✓
✓	
	✓
✓	

Role Profile

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
<p>Using computer based applications to carry out a range of duties including:</p> <ul style="list-style-type: none"> • Creating/updating/maintaining existing systems to enable the prompt retrieval of data, e.g. spreadsheets, databases • completing of returns and reports, • collating/providing management/statistical information, • processing documents, e.g. mail items, orders, invoices, timesheets • word processing including creating, formatting and updating documents, e.g. minutes, reports, correspondence, newsletters • managing and coordinating meeting and appointment schedules including travel arrangements • assisting at events • supporting operational staff in the use of systems, offering advice and support as required • supporting mobile and flexible working in operational teams • scheduling a range of activities including appointments for the public. 	<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>Report writing skills</p> <p>Minute taking skills</p> <p>Ability to maintain confidentiality</p> <p>Audio typing skills</p> <p>Experience of supporting others to learn new systems</p> <p>Ability to collate, analyse and interpret management information</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>Creating, developing, implementing and maintaining efficient office systems and procedures.</p>	<p>Problem solving skills</p> <p>Time management skills (Take ownership)</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p>Assisting the Coordinator or Lead Officer to coordinate workflow and monitor quality of work, ensuring required standards and deadlines are met and assisting with the roll out of developments as needed.</p>	<p>Flexible approach to work</p>	<p>✓</p>	<p>✓</p>

E = Essential Criteria D = Desirable Criteria

Role Profile

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
Supporting information and records management: such as electronic and paper filing, file management, retention, indexing, removal and archiving assisting with the roll out of developments as required.	Organisational skills Confidential approach to work	✓ ✓	
Delivering a front line or back office service, providing a high standard of customer care including acting as the first point of contact for administrative or operational enquiries: handling telephone calls, e-mails and visits from the public and taking messages, bookings, providing advice or information to business support and operational staff and the public and handling complaints and applications, escalating as appropriate.	Customer Service/care skills (Focus on customers) Communication skills, both oral and written Relationship building skills	✓ ✓ ✓	
Processing and recording of financial transactions, including cash handling, banking, invoicing and assisting with the requisitioning and receipting of goods and services in line with financial policies and procedures.	Cash handling skills Accuracy skills	✓	✓
Maintaining stock of a range of goods including stationery, equipment, arranging for replenishing of stock when required.			
Maintaining a variety of financial record keeping systems. Monitor and reviewing and reporting on expenditure against allocated budget.	Experience and ability to maintain accurate records	✓	
Liaising with non Fife Council employees, e.g. parents, suppliers, external customers, visitors.	Interpersonal skills Team working skills (Work together)	✓ ✓	
Undertaking general housekeeping duties to maintain a safe working environment. Assisting managers with the reporting and follow up of repairs and maintenance.	Health and safety knowledge		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

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 – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 		<ul style="list-style-type: none"> Take Ownership Focus on Customers Work Together Embrace Technology & Information Deliver Results