

## Management Support Officer (Attendance Management)

Reference No.	A4571	Type	Individual
Service	Various		
Job Family	Admin & Clerical 5	Grade	FC5

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

Provide support to managers in the service to achieve the overall aims of managing attendance effectively by advising on effective policy application within the Directorate.

Work independently using your initiative to gather information and advise managers of actions required.

## Job Purpose

Provide comprehensive support in a confidential manner on attendance management issues within the Service/Directorate to encourage early intervention and provide appropriate support.

Advise line managers in applying the Council's attendance management policy, procedures, and advise on actions to be taken.

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

**E**

**D**

Ability to provide a regular and effective service

✓

Educated to SQF level 7 which includes HNC or Advanced Highers or equivalent in Business Administration or equivalent

✓

<p>Co-ordinate the research and analysis of performance information related to Attendance Management</p> <p>Use of statistical software packages to presenting statistical information reports for managers</p>	<p>Dealing with sensitive information on a private and confidential basis ✓</p> <p>Experience of preparing statistical reports (Embrace Technology) ✓</p> <p>Work on own initiative and prioritise workload to achieve deadlines (Take Ownership) ✓</p> <p>Communicate skills ✓</p> <p>Positive attitude to customer care (Focus on Customers) ✓</p> <p>Self-motivated ✓</p>		
<p>Carry out analysis to facilitate the reporting of Attendance Management statistics identifying trends and hot spots.</p>	<p>Knowledge of statistical techniques ✓</p> <p>IT skills. Ability to use Microsoft Office packages</p>		
<p>Maintain appropriate record systems for the management of Attendance Management processes including ensuring finalised documents reach the employee's personal file in accordance with Document Control procedures.</p>	<p>Good organisational skills</p> <p>Awareness of GDPR and Data Protection</p>		✓
<p>Assist managers in the auditing of processes and procedures related to absence management to determine the compliance or otherwise with Council guidelines.</p>	<p>Ability to meet agreed deadlines</p> <p>Good written and oral communication</p>		✓
<p>Co-ordinate the reporting and publication of Attendance Management statistics and highlight areas of non-compliance.</p>	<p>Analytical skills</p> <p>Excellent IT skills. Ability to use Microsoft Office packages</p>	✓	
<p>Undertake absence project related work and attend where required working groups, project teams, and other meetings etc related to absence management.</p>	<p>Ability to meet agreed deadlines (Deliver Results)</p>		✓

## Role Profile

	Working as part of a team (Working Together)	✓	
Attend meetings and participate in process improvement activities and use appropriate software to create subsequent process maps and proposals for improvement activities.	Knowledge of process improvement Experience of using process management software		✓ ✓
Co-ordinate the local implementation of improvements to processes and procedures within the Service and/or Directorate.	High and consistent standards of quality and performance Good organisational skills Ability to meet agreed deadlines Time management skills (Deliver Results)		✓ ✓ ✓ ✓
Promote a positive culture displaying appropriate attitudes and behaviours as described in the Council's How We Work Matters Framework	Ability to work effectively with colleagues at all levels (working together) Positive attitude to customer care Focus on Customers)		✓ ✓
Liaise with management teams to provide information on Attendance Management processes and procedures.	Written and oral communication skills		✓
Liaise with Human Resources for advice and guidance on the Absence policy and procedures and on individual cases as required.	Ability to work effectively with colleagues at all levels Confidentially aware		✓
Co-ordinate the undertaking of all preparatory work including booking meeting room, draft invites, preparation of relevant documentation from systems/managers and ensuring that the Attendance Management deadlines are met.	Organisational 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:

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Range %</b>	<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>
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**JOB TITLE (of Specialist tasks)**

**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

- 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