

BUSINESS SUPPORT ASSISTANT

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|---------------|----------------------|-------|---------|
| Reference No. | G011.03 | Type: | Generic |
| Service | Business Support | | |
| Job Family | Admin and Clerical 3 | Grade | FC3 |

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 customer needs.

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

E **D**

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)

✓

National 4 with core skills modules, SVQ1, 3 Standard or ‘O’ Grades or equivalent

✓

Ability to provide a regular and effective service

✓

Customer Service Professional Qualification

✓

Role Profile

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|---|---|--|--|
| <p>Using current computer based applications carry out a range of duties including:</p> <ul style="list-style-type: none"> • 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. payroll, orders • 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. | <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>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> |

Role Profile

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

Role Profile

| 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 |
| | | | |
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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. | 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"> 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: |
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| <ul style="list-style-type: none"> Take Ownership Focus on Customers Work Together Embrace Technology & Information Deliver Results |