



# Role Profile

## Information Assistant - Access

Reference No.	I551.01	Type	Individual
Service	Communities & Neighbourhoods Service		
Job Family	Para Professional	Grade	FC5

### Purpose

To provide specialist technical and administrative support service to the Outdoor Access Team and the wider Communities and Neighbourhoods Development Team.  
 To manage and maintain key sources of information and data relating to service and corporate systems and projects.  
 To work with other Services and customers to carry out agreed tasks and roles which support the effective delivery of service.

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

- Providing a wide ranging Outdoor Access information service as the first point of contact for the public, Councillors and other Council services providing information, advice and assistance regarding the Land Reform (Scotland) Act 2003, Countryside (Scotland) Act 1967 regarding public rights of way, path management and responding to enquiries and complaints.
- Developing and maintaining the access data management system for all staff, taking on a systems administration role.
- Supporting Core Path and Rights of Way network management by managing databases. Contributing to a Corporate GIS Strategy and data management policies by managing and presenting information that will enable the Council, its partners and the public to access information effectively.

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

	E	D
Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent in an IT related subject	✓	
Knowledge of Land Reform Act, Countryside Act	✓	
Experience of using GIS (Deliver Results – See How We Work Matters Framework)	✓	

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Carrying out site visits as required on public rights of way, core paths etc. to assess any work required or investigate issues.	Ability to walk through rough terrain where required.	✓	
Identifying and clarifying issues and ground truth route information.	Ability to travel throughout Fife	✓	
Assisting in analysis of performance indicators and statistics and monitoring performance related information systems for input to Fife Council monitoring systems.	Experience of collection, analysis and interpretation of a range of data		✓
Analysing of performance indicators and statistics and monitoring performance related information systems for input to Fife Council monitoring systems.	IT skills including knowledge of Microsoft packages and council systems(Embrace technology and information)	✓	
Delivering agreed services in line with relevant standards and deadlines.	Time management skills	✓	
	Prioritisation skills (Take ownership)	✓	
Supporting, maintaining and updating project and work plans.			
Producing location maps, publicity and communication materials to meet specific requirements, with supporting information where required for the use of both the public and Fife Council.	Experience of using a variety of management information systems	✓	
Liaising with other authorities on enquiries and complaints regarding outdoor access, using knowledge of Land Reform Act, the Scottish Outdoor Access Code and the Scottish Executive Guidance.	Experience of customer care and dealing with public enquiries (Focus on customers)	✓	
	Communication skills both oral and written	✓	
Liaising with other teams within Fife Council and co-ordination of user groups – specifically the Fife Access Forum.			
Contributing to internal meetings including team meetings, and project meetings.	Experience of working as part of a team (Work together)	✓	
Contributing to the preparation and content and production of leaflets, booklets, information sheets for external groups and for local community groups, and their local needs.	Knowledge and experience of using publishing packages		✓

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Contributing to the updating of the Fife Access Forum website, providing regular input from the Access Team and any new relevant data. Manage communication plan for Fife Access Forum.	Knowledge and experience of website updating		✓
Responding to emergency calls about paths and request deployment of appropriate response teams from within Fife Council or external agencies (e.g. Scottish Water) depending on the urgency and nature of the call e.g. erosion, landslips, flooding etc.	Experience of working in a busy environmental organisation		✓
Providing training to existing or new staff, on the outdoor access databases and mapping systems, websites, and other social media as appropriate.			
Providing administration support on an ad hoc basis e.g. word processing, setting up meetings.			
Distributing mailshots to the public based on information collated from the databases.			
Providing some administration support for Fife Access Forum, including minute taking, organising meetings and events, managing website and social media.			
Supporting a range of project work, such as visitor surveys on behalf of Community & Neighbourhoods Development team.			
Assisting with a range of support work relating to the Community & Neighbourhoods Development team objectives such as supplying information to predict routine maintenance requirements and other resource implications.			
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>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
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 checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

<b>Additional Information</b> – 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>

<b>Expected Behaviours</b> – 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>