

## Service Support Officer

|               |                                 |        |     |
|---------------|---------------------------------|--------|-----|
| Reference No: | A5759                           |        |     |
| Service:      | Facilities Management Services  |        |     |
| Job Family:   | Admin/Clerical/Business Support | Grade: | FC4 |

### Purpose

To provide an efficient and effective service support role in a professional manner in line with business requirements.

Delivering support to the varied needs of the service support team, including supporting the recruitment process and training & development programme.

| <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 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. | <p>Experience of working in an office environment</p> <p>National 4, SVQ2, or 3 Standard Grades or equivalent</p> <p>Customer Service Professional Qualification</p> <p>Working knowledge of a range of office services and procedures</p> <p>Experience within Local Government</p> | <p>✓</p> <p>✓</p> <p></p> <p>✓</p> <p></p> | <p></p> <p></p> <p>✓</p> <p></p> <p>✓</p> |
| <p>Using computer-based applications to carry out a range of duties including:</p> <ul style="list-style-type: none"> <li>Creating/updating/maintaining existing systems to enable the prompt retrieval of data, e.g. spreadsheets, databases</li> </ul>                                                                                      | <p>Confident user of IT applications, showing ability to use packages effectively</p> <p>Experience of non-standard corporate systems</p>                                                                                                                                            | <p>✓</p> <p></p>                           | <p></p> <p>✓</p>                          |

## Role Profile

| <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>                                         |
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| <ul style="list-style-type: none"> <li>• completing of reports</li> <li>• collating/providing management/statistical information</li> <li>• processing documents, e.g. mail items, orders, invoices</li> <li>• word processing including creating, formatting and updating documents, e.g. minutes, reports, correspondence, newsletters</li> <li>• managing and coordinating meeting and appointment schedules</li> <li>• assisting at events</li> <li>• supporting operational staff in the use of systems, offering advice and support as required</li> <li>• scheduling a range of activities including appointments for the public</li> <li>• Supporting the Service recruitment process, including creating and posting job adverts, arranging interviews and supporting planned induction</li> </ul> | Numerical skills<br><br>Attention to detail<br><br>Report writing skills<br><br>Minute taking skills<br><br>Ability to maintain confidentiality<br><br>Audio typing skills<br><br>Experience of supporting others to learn new systems<br><br>Ability to collate, analyse and interpret management information | ✓<br><br><br><br><br>✓<br><br><br><br>✓<br><br><br><br>✓ | ✓<br><br><br><br><br><br><br>✓<br><br>✓<br><br>✓ |
| Creating, developing, implementing and maintaining efficient office systems and procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Problem solving skills<br><br>Time management skills                                                                                                                                                                                                                                                           | ✓<br><br>✓                                               |                                                  |
| Assisting the Training & Development Co-ordinator and Business Improvement Co-ordinator 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Flexible approach to work                                                                                                                                                                                                                                                                                      | ✓                                                        |                                                  |
| 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                                                                                                                                                                                                                                                                                          | ✓                                                        |                                                  |
| Delivering a 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, taking messages, bookings, providing advice or information to service and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Customer Service/care skills<br><br>Communication skills, both oral and written                                                                                                                                                                                                                                | ✓<br><br>✓                                               |                                                  |

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| operational staff and handling complaints and applications, escalating as appropriate.                                                                                                             | Relationship building skills                                                                                                              | ✓        |          |
| Processing and recording of financial transactions, including invoicing and assisting with the requisitioning and receipting of goods and services in line with financial policies and procedures. | 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                                                                                                                       | ✓        |          |
| Undertaking general housekeeping duties to maintain a safe working environment. Assisting managers with reports and follow up of any escalated issues.                                             | Health and safety knowledge                                                                                                               |          | ✓        |
| Undertaking all other duties as required for the role. Duties will be in line with the grade.                                                                                                      |                                                                                                                                           |          |          |

| <b>Additional tasks or responsibilities</b> – 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                                                                                                              |                                                                                                                                                                                                                         |
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| <p><b>Before confirming appointment:</b> 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.</p> |                                                                                                                                                                                                                         |
| Additional Information – the following information is available:                                                                                                                                      | Expected Behaviours                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>                                                                            | <p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p> |