



Role Profile

Job Title: ABE & ESOL Support Assistant			
Reference No:	A4172		
Service:	Communities & Neighbourhoods		
Job Family:	Admin & Clerical Please see TC23 for Job Families	Grade:	FC3

Purpose
To provide an efficient and effective administrative support service to the ABE and ESOL teams and Coordinators, in a professional manner.
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:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
A wide range of responsibilities including maintaining computer systems and processes to support service delivery, data/word processing, preparing and distributing documentation, financial transactions, printing, scanning, copying, mail handling, minute and note taking and customer contact duties.	<p>Educated to SCQF level 4 including literacy, numeracy & ICT</p> <p>Experience of working in an office (Deliver results – See ‘How We Work Matters’ Framework)</p> <p>Ability to work across software packages and systems concurrently</p>	<p>✓</p> <p>✓</p>	

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Updating, maintenance and quality checking of management information systems (MIS) to a high standard of accuracy to allow retrieval of data and completion of statistical returns. Providing ABE and/or ESOL Coordinators with statistics and other information on a regular basis and at their request. Preparation of accurate statistical information and calculation of eligibility for external funding purposes.	Ability to collate, analyse and interpret management information Experience of supporting others to learn new systems. Numeracy skills Attention to detail	✓ ✓ ✓ ✓	
Using computer-based applications to carry out a range of duties including: <ul style="list-style-type: none"> • create, format and update documents, e.g. minutes, reports • create, format and update spreadsheets • presentation slides • correspondence • newsletters 	Confident user of ICT applications, showing ability to use packages effectively Experience of non-standard corporate systems	✓	✓
Coordinating event and room bookings, assisting at events and meetings including minute-taking responsibilities and associated administration.	<ul style="list-style-type: none"> • organisational skills • minute taking skills • communication skills • customer care • ability to multi-task • team working skills (Work together) 	✓ ✓ ✓ ✓	✓
Delivering an efficient and customer-focused Fife-wide reception function, virtually and/or in person: handling telephone calls, emails and visits from the public and taking messages, bookings, providing information and dealing with straightforward complaints, escalating as appropriate.			
Supporting information and records management, such as electronic and paper filing, file management, retention, indexing, removal and archiving and assisting with the roll out of developments as required.	Knowledge of relevant policies, legislation, processes, frameworks, standards, procedures and systems. Confidential approach to work Experience of electronic record-keeping e.g. Sharepoint	✓ ✓	✓

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Undertaking timeous registration and resulting requirements for accredited qualifications using online systems and adhering to awarding body requirements, eg Qualifications Scotland. Ensure information is kept up-to-date and accurate.	<ul style="list-style-type: none"> • working to deadlines • problem-solving • use of initiative 	✓ ✓ ✓	
Advising learners by telephone or email if classes have been cancelled or rescheduled at short notice.	Ability to provide a regular and effective service	✓	
Liaising with non-Fife Council employees, e.g. suppliers, external customers, visitors.			
Raising all ABE and ESOL requisitions for classroom accommodation, project materials and stationery using the Council procurement and finance systems including: <ul style="list-style-type: none"> • purchasing items using procurement software • addition of new suppliers • petty cash transactions and associated records • invoicing and receipting • checking purchase ledger statements to check transfer of credits and debits • resolving financial queries etc. • monitoring, reviewing, and reporting on expenditure • timeous reconciliation of spend and general housekeeping at the end of each financial period • processing of expenses for learners and volunteers, including bus vouchers 			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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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Job Title (Specialists 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.

<p>Additional Information – the following information is available:</p>	<p>Expected Behaviours</p>
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- Skills Framework (if applicable)
- **How** we work matters

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.

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