



# Role Profile

CLD Support Assistant				Purpose			
Reference No.	I306.01	Type	Generic	To provide clerical and administration support to the Community Learning & Development Team based in a local community venue. Providing a customer orientated approach, delivering a service that is responsive to customer needs.			
Service	Community Learning & Development						
Job Family	Admin & Clerical	Grade	FC3				
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
<p>Providing a comprehensive administrative support service to a Community Education Worker and their CLD staff team. 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.</p>				<p>Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O' Grades or equivalent</p>		✓	
				<p>Experience of working in an office (Deliver results – See 'How We Work Matters' Framework)</p>			✓
<p>Updating and maintaining systems to enable retrieval of data to allow completion of statistical information, reports and returns.</p>				<p>Experience of using IT applications, showing ability to use packages effectively. (Embrace technology and information)</p>		✓	
				<p>Experience of non-standard corporate systems</p>			✓

E = Essential Criteria    D = Desirable Criteria

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Word processing including creating, formatting and updating documents, e.g. minutes, reports, correspondence, newsletters, payroll, orders.	Numerical skills  Experience of applying attention to detail	✓	✓
Managing and coordinating meeting and appointment schedules including travel arrangements and assisting at events for the Community Education Worker, members of the CLD staff team and/or registered volunteers.	Experience of maintaining confidentiality  Time Management skills (Take ownership)	✓  ✓	
Delivering an efficient reception function, 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.	Customer Service/care skills (Focus on customers)  Communication skills, both oral and written	✓  ✓	
Creating, maintaining and archiving project files for all youth work, CBAL and community development projects, and where required learner records.	Organisational skills	✓	
Providing the Community Education Worker and/or Area Team Manager with statistics and other information on a regular basis and at their request.	Experience of working under pressure while still achieving results (Work together)	✓	
Updating Fife Direct and the Learning Kingdom websites to ensure accurate information on community classes is available to the general public.			
Advising learners by telephone if classes have been cancelled or re-scheduled at short notice and contacting new learners to arrange induction to centres and arrange start dates for course.			
Supporting members of the Community Centre management committee with their duties including raising orders, processing invoices, meeting			

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with group treasurers, administering daily cash sheets, preparing income and expenditure paperwork, petty cash, coffee bar inventories etc.			
Supporting vulnerable learners looking for local assistance such as information on foodbanks, needle exchange, money advice etc			
Taking bookings for minibuses (where applicable) including checking driver authorisation requirements, and taking bookings for lettable building space and deal with any queries / liaise with community resources; raising invoices.			
Helping out if a volunteer does not turn up to deliver a service e.g. lunch club for the elderly			
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				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input checked="" 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"/>	

Additional Information – 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>

Expected Behaviours – 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>