



Role Profile

Support Assistant			
Reference No.	I328.01	Type	Individual
Service	Customer Service Improvement		
Job Family	Admin & Clerical 4	Grade	FC4

Purpose
This role is based within the Chief Executive's Office to provide efficient and effective administrative support delivered in a professional manner and to provide cover for the Personal Assistant, when required.

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, such as data/word processing, preparing and distributing documentation, financial transactions, printing, scanning, copying, mail handling, scheduling and coordinating meetings and appointments and customer contact duties.</p> <p>Maintaining confidentiality in all aspects of customer, staff and council information.</p>	<p>Educated to SCQF Level 4 including English or equivalent</p> <p>HNC in Business Administration or equivalent</p> <p>Positive attitude to customer service. (See How We Work Matters Framework - Focus On Customers)</p> <p>Confidentially aware. Dealing with sensitive issues on a private and confidential basis</p> <p>Self-motivated</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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Using computer based applications to carry out a range of duties including: <ul style="list-style-type: none"> • creating/updating/maintaining existing systems to enable the prompt retrieval of data, e.g., spreadsheets/databases • maintaining the corporate mail logging system including incoming correspondence, monitoring responses received, chasing replies within given timescales and liaising with the concerned parties • word processing including creating, formatting and updating documents from both audio and written formats, e.g., minutes, reports, correspondence, presentations • assisting in coordination of diaries and appointment schedules, amending and rescheduling to accommodate frequent changes. 	IT Skills, showing ability to use packages effectively (Embrace technology and information) Attention to detail Audio typing skills	✓ ✓	✓
Supporting information and records management: such as electronic and paper filing, file management, retention, indexing, removal and archiving.	Work on own initiative and prioritise workload to achieve deadlines (Take ownership) Organisational skills	✓ ✓	
Receiving and logging enquiries and complaints through the corporate management system and provide information to support the Freedom of Information process.	Awareness of Fife Council's policies and procedures Experience and ability to maintain accurate records Knowledge of Fife Council services and internal structures and corporate systems	✓ ✓	✓ ✓
Dealing with customer issues in accordance with the agreed standards and recognised policies and procedures.	Communication skills, both written and oral Relationship building skills	✓ ✓	

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Providing a high standard of customer care requiring contact with Senior Officers, Elected Members, MP/MSP's, customers and external bodies by telephone call, e-mail or face to face.	Customer service/care 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. Maintaining stock of a range of goods including stationery and arranging replenishment of stock when required.	Numeracy skills	✓	
Providing clerical support to the Management Support Officers, when required.	Flexible approach to working and a can do attitude.(Take ownership) Work well as a team member(Work together)	✓ ✓	
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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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 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"/>	

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