

<b>HR Digital Assistant</b>				<b>Purpose</b>
Reference No.	A4862	Type	Individual	To provide effective support to the team to help ensure our work is delivered within expected timescales and to budget.  Our area of expertise is wide but linked to recruitment and resourcing. Responsibilities range from attracting job candidates to investment in the young workforce. Much of the work is digital, using a range of systems to communicate the work of the team and to assist with gathering and analysing data.
Service	Human Resources			
Job Family		Grade	FC4	

<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>
<p><b>General Team Support</b></p> <p>Provide effective support to the team in ways that help ensure work is delivered within timescales and budget.</p> <p>Use a range of online systems to promote the work carried out by the team and assist with gathering, monitoring and analysing data.</p> <p>Take responsibility for timely completion and accuracy of own work, ensuring it is carried out in accordance with relevant guidelines.</p> <p>Co-ordinate a range of activities on behalf of the team.</p>	<p>Educated to SCQF Level 6 (Scottish Highers/NC) or above or equivalent</p> <p>Educated to SCQF level 7 (Advanced Highers /HNC) in a relevant discipline or equivalent</p> <p>Previous experience in an admin support, customer service environment or similar</p> <p>Confident user of IT systems with experience in the use of <b>all</b> Microsoft Office Applications, particularly Excel and Word</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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Be willing to pick up a range of related duties to meet the broader needs of the team.	Ability to produce information in a variety of formats while ensuring attention to detail  Ability to plan and organise workload and manage your time when working remotely	✓	
<p><b>Customer Focus</b></p> <p>Act as first point of contact for email and telephone enquiries to the team. Assess and respond where appropriate, referring to established guidance to ensure a timely response is provided. Take any appropriate action.</p> <p>Work as part of the team. Be willing to develop but also share ideas, skills and learning, escalate and make recommendations based on the information you are working with.</p> <p>Ensure expected customer service standards are maintained in both written and verbal communications.</p> <p>Ensure work is carried out in accordance with established processes and guidance.</p> <p>Attend and participate in meetings and external events, in person and virtually.</p>	<p>Experience of maintaining effective working relationships and ability to work well within a team environment.</p> <p>Ability to manage your own workload with conflicting demands to ensure deadlines are met.</p> <p>Ability to communicate confidently with external and internal customers, both verbally and in writing.</p> <p>Willingness to learn new skills to support the team</p> <p>Presentation skills</p>	✓  ✓  ✓  ✓	✓
<p><b>Digital Focus</b></p> <p>Assist in developing and building our online presence as an employer to increase customer engagement.</p>	<p>Ability to coordinate and analyse information</p> <p>Analytical thinker and ability to use initiative when carrying out role</p> <p>Attention to detail</p>	✓  ✓  ✓	

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<p>Work with a range of digital systems to communicate our key messages.</p> <p>Maintain spreadsheets and related systems, including production of reports.</p> <p>Monitor and evaluate activities, producing high quality and accurate information.</p> <p>Support the team to implement new practices in response to data findings to continuously improve our service.</p> <p>Produce clear, persuasive written communications to meet the need of our target audiences.</p>	<p>Ability to produce clear, persuasive and accessible communications to meet the needs of target audiences</p> <p>Experience of using social and digital media</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

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<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:				
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Range %</b>	<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>
<b>JOB TITLE (of Specialist tasks)</b>				

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<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.	
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<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>