

MANAGEMENT SUPPORT OFFICER

Reference No.	G082.01	Type	Generic
Service	Business Support		
Job Family	Admin and Clerical 5	Grade	FC5

Purpose

To provide a comprehensive and confidential, PA/Secretarial service to a designated Chief Official or a group of Senior Managers.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Word processing complex documents including presentation of information in an effective easy to read format.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E

D

Experience of working in an office using current computer based applications to carry out a range of duties (Deliver results - See 'How We Work Matters' Framework)

✓

Educated to SCQF level 7 which includes HNC Business Administration or Advanced Highers or equivalent

✓

Shorthand skills

✓

Audio typing skills

✓

Customer Service Professional Qualification

✓

Role Profile

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
Planning and maintaining diaries and schedules, ensuring all relevant information and papers are available timeously for scheduled meetings either on paper or electronically.	Prioritisation skills	✓	
Arranging meetings and events as requested by manager e.g. staff conferences. Requesting, collating and circulating documents in advance of the meeting.	Team working skills (Work together)	✓	
	Organisational skills	✓	
Providing administrative support to meetings, including comprehensive minute taking.	Experience of working with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands (Take ownership)	✓	
	Accuracy skills	✓	
	Attention to detail skills	✓	
Arranging travel and accommodation requirements for manager.	Minute taking skills	✓	
	Initiative taking skills	✓	
Maintaining IT systems. Entering and providing information from the systems as required. Providing support for the use of technology at meetings and when new technology is introduced.	IT skills in relevant software packages including MS Office (Embrace technology and information)	✓	
	Experience in non-standard corporate IT systems		✓
Scrutinising all incoming documents including emails, drafting replies where appropriate. Ensuring the manager receives all supporting back-up information to the documents received.	Ability to respect and maintain confidentiality	✓	
Undertaking research work as requested including collation and presentation. This may involve contacting others out with the Council, using the internet/intranet.	Experience of creating, formatting and updating documents	✓	

E = Essential Criteria D = Desirable Criteria

Role Profile

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Providing a customer contact response service, dealing with visitors, Councillors, MPs, enquiries, telephone calls, emails, redirecting for resolution as appropriate.	Customer service skills (Focus on customers) Problem solving skills Ability to provide a regular and effective service	✓ ✓ ✓	
Providing information management and process support in compliance with the Fife standard.	Ability to manage council records Communication skills	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

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