



Role Profile

COMMUNITIES SUPPORT OFFICER

Reference No.	A5011	Type	Individual
Service	Communities & Neighbourhoods		
Job Family	Admin and Clerical 5	Grade	FC5

Purpose

To be responsible for providing support to various areas of activity.

To provide customer-focussed support with the emphasis on building excellent customer relationships.

To support performance and information reporting activities across the functional area.

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

Assisting team members in the delivery of effective processes, procedures and systems which support service delivery for the functional area.

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

Customer Service Professional Qualification

Experience of working in an office using current computer based applications to carry out a range of duties

Knowledge of Council processes and systems

Prioritisation skills

Contributing to the improvement and implementation of a range of business processes, procedures and systems.

Balancing conflicting operational and support demands and priorities. Seeking advice from the Line Manager to confirm priority work.

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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
	Experience of working with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands	✓	
Supporting the development, maintenance and compilation of management/statistical information, and reports from databases and information systems across all aspects of the functional area using corporate software solutions.	Knowledge of data protection and other relevant legislation	✓	
	Experience of system support to maintain records	✓	
Assisting the Line Manager by giving support to Communities projects and initiatives and service improvement activity.	Experience of supporting the roll out of processes for new activities and systems		✓
Representing the Team at a range of meetings and discussions with internal and external colleagues and partners.	Experience of effective contribution at meetings	✓	
	Communication skills	✓	
Liaising with members of the community and other services across the designated area.	Customer service skills	✓	
	Problem solving skills	✓	
Providing advice and support to customers and colleagues in relation to the functional area, including guidance on the use of systems as necessary.	Ability to provide a regular and effective service Organisational skills	✓	
	Experience of preparing, processing and producing a variety of documents including reports and minutes	✓	
Processing or supporting the deployment of a range of financial transactions and activities including, checking and recording of financial transactions, grant payments, cash handling, banking and invoicing.	Working knowledge of financial systems and processes within the Council		✓
	Time management skills	✓	
Ensuring compliance with the Council's policies and procedures including Financial Regulations, Standing Orders and the Scheme of Delegation.	Knowledge of the Council's governance framework		✓
	Team working skills	✓	
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:					
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	<table border="1"> <tr> <td data-bbox="2011 220 2087 359">E</td> <td data-bbox="2087 220 2163 359">D</td> </tr> </table>	E	D
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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.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<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>