Glasgow Life

Role Profile Description

Date	**June 2006**
Family	**Clerical and Administrative Processing**
Role profile Level Number	**3**
Reporting line (general)	
Purpose	
To organise resource and provide business information and support to internal and external customers	
Work area statement	
Action	**End Result**
Data management	
Prepare and provide management information and reports	• Information is relevant and accurate • Management decisions are informed
Customer Guidance	
Respond to customer, internal stakeholder and partnership organisations' enquiries and operational issues. Respond to Councillors on behalf of management	• Enquirers are informed of situation and any action to take • Provision of customer services and operations to required standard • Timely and appropriate responses given to Councillors
Resource Management	
Deploy resources within guidelines to respond to customer problems or emergency situations	• Efficient use of resources • Provision of assistance to the public • Health and safety of service users • Timely delivery of appropriate resource
Delivery of services	
Plan and organise own work and co-ordinate with other team members	• Allocated work completed on time to standards and quality • Timely response to issues arising • Efficient use of resource
Instruct and guide colleagues in the distribution and conduct of work in the team.	• Work is of the team is given fairly to team members • The team's tasks complete to standards and quantity
Administrative services	
Carry out a range of personal and administrative support services for one or managers	• Schedule meetings and events • Travel arrangements for senior colleague(s) • Efficient use of time and resource • Support senior colleagues and management
Financial Transactions	
Monitor and reconcile financial transactions; authorise small value public refunds	• Monies reach the correct destination in a timely manner

Nature of contacts and relationship (who and the nature of the communications)

- Typically involves supporting internal customers
- May involve direct contact with members of the public
- May involve direct contact with difficult service users

Working Environment Context (disruption, physical, disagreeable, health and safety aspects)

- Office or public building based

Procedural Context (creativity, discretion, impact)

- Act within guidelines and standard procedure
- May include financial reconciliation

Key facts and figure ranges (include likely size of any team managed)

- No people management or budget involvement.
- Will provide basic instruction and guidance to other team members as appropriate.

Skills, knowledge and qualifications

Formal qualifications required. Essential and generally preferred

- No qualifications required for majority of roles
- SVQ L3 Essential for call centre roles
- Proficient reading, writing and numeracy

Work knowledge

- Working knowledge of who the Company colleagues are and what they do
- Understanding of how to deal with customers to required standards of service
- Working knowledge of processes, procedures and systems within area of operation
- Knowledge of service provided in own area and service specific guidelines
- Knowledge of multiple services desirable
- Understanding to effectively investigate records and data to answer queries

Work skills and equipment operated

- Thorough working knowledge of relevant software packages (e.g. Microsoft Word, Excel, SAP)
- Minute taking (1/2 – 1 day training provided)
- Operation of office equipment

Key Competency Requirement

	Competency	Level
1	Personal Effectiveness: Communicating	1
2	Personal Effectiveness: Decision-making	1
3	Providing Excellent Customer Service: Customer Orientation	1
4	Providing Excellent Customer Service: Forward Thinking	1
5	Managing Change: Attitude	1
6	Delivering Results: Motivation	1