Clackmannanshire Council | Comhairle Siorrachd Chlach Mhanann

www.clacks.gov.uk

Business Support Administrator
£26,791.02 - £29,327.77



Contents Page

[Recruitment Process and Key Dates]

[Job Profile]

Recruitment Process and Key Dates

Apply online at www.myjobscotland.gov.uk. Applications should be submitted online using the forms provided through the myjobscotland portal.

CVs will not be considered.

All applications must be received by 11.59pm on the closing date. Late applications will not be considered.

Your application form should contain sufficient information and evidence to demonstrate that you have the skills and experience required for the post.

KEY DATES

We would ask that you note the dates of the recruitment timetable and ensure you are available to meet the scheduled arrangements.

- Closing date: 30/11/2026

You will be notified by email at each stage of the process. Please ensure that you check your junk/spam as sometime emails from my job Scotland go into there.

We will advise all candidates of the outcome of the recruitment process as soon as possible.

If you are the successful candidate:

(a) You will be asked to submit a completed pre placement health questionnaire so that the necessary medical clearance can be obtained prior to commencement of employment.

(b) We require **two** references. Your reference will be written to after interview. One must be from your current or most recent employer who may be contacted and can comment on your experience and competence for this post. Please state their position in the company / organisation. It would be helpful if you could advise your referees of these arrangements. Please ensure that the email address is correct for them on the application form before submitting as we contact all references by email, as this may delay the manager confirming a start date with you.

(c) You may, depending on the type of post, be required to undergo a PVG/Disclosure check prior to a formal offer of employment being made by Clackmannanshire Council. This is now an online form, which you will be emailed a link and you only have 7 days to complete.

If successful, detailed statements of particulars will be provided to you via email once all satisfactory pre-employments have been received.

Job Profile

This job profile sets out the principal responsibilities of the post at the time it was compiled. Such duties may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

Section A	**Grading Section**
Post Title: Business Support Administrator Initial Location: Various In certain circumstances, during the course of your employment, you may be required to work either on a temporary or established basis at any of the Council's locations, or at other venues as advised, which will be within reasonable travelling distance. Where such a change is proposed this will be managed by a process of consultation. Reports to post (Title): Team Leader Service: H&SCP Date last updated: 29/04/2021 Date if superseded:	Eval Ref: A4543 Post Number: AA70G Grade: 4

Section B

ORGANISATIONAL RELATIONSHIP AND EMPLOYEE RESPONSIBILITY

This section describes the reporting relationships of the job within the immediate organisation and if appropriate has detail of the organisation a tier above and below the job. This also describes and responsibility for employees (if any).

Team Leader
I
Business Support Officer
I
Business Support Administrator

A Business Support Administrator has no direct supervisory role.

The post holder reports to the Team Leader, Business Support Team, H&SCP

Section C

PRINCIPAL PURPOSE AND OBJECTIVES

This section lists the main (headline) responsibilities/accountabilities of the job.

- To assist in the provision of an efficient, effective and flexible administrative support by working as part of the Business Support Team.
- To provide a customer focused service as the first point of contact for both internal and external customers. Enquiries will range from colleagues requesting advice, to members of the public looking for the information on any aspect of Council services.
- To provide business support services of a standard that demonstrates attention to detail, good judgment, effective organisational skills and excellent team working.
- The job holder requires procedural knowledge of their own job and an understanding of the work of others.
- Although staff may initially be allocated in a Service area, they can be moved to suit Service need.

Section D

MAIN DUTIES AND RESPONSIBILITIES

This section provides detail of the main responsibilities/accountabilities. Individual tasks may be included. (Note these are illustrative and are not exhaustive)

The range of duties and responsibilities covered by a Business Support Administrator are detailed below:

- To work to agreed deadlines
- To carryout core administrative duties including data input, filing, photocopying and to participate in the development of administrative procedures
- To provide full minutes for statuary Adults with Incapacity meetings, not actions points.
- To be responsible for handling cash or processing cheques on a regular basis
- To process purchase orders and progress invoices for timeous payment
- To control and order stock as required
- To produce documents and /or graphs on behalf of other, using relevant IT packages
- To maintain an accessible records management system using the Council's Records Management Policy and Retention Schedule. The post holder is required to encourage electronic record keeping using the Council's document management system.
- To update and maintain data within manual and computerised systems. This will include examining database and spreadsheet applications, producing reports and collating statistical information as required.
- To contribute to the review of service procedures.
- Providing a front line service for clients using procedures and judgement, seeking and providing information with unfamiliar subject matter.

Section E
KNOWLEDGE, SKILLS AND EXPERIENCE

Essential:

Criteria		Means of Assessment e.g. Application, Interview, Reference, Certificate
1.	**A minimum of 3 Nat 4's or equivalent, one of which should be English**	**Application/Certificates**
2.	**Good verbal communication skills**	**Interview**
3.	**Clerical or administrative experience**	**Application**
4.	**Good written skills**	**Application/Interview**
5.	**IT literate with working knowledge of Microsoft Office software, especially Word and Excel**	**Application/Interview**
6.	**Ability to produce documents on relevant IT packages.**	**Interview/Test**
7.	**Understanding of confidentiality and discretion**	**Interview**
8.	**Experience of providing meeting support including taking minutes.**	**Application/Interview**
9.	**The ability to prioritise workload and meet deadlines.**	**Application/Interview**
10.	**Demonstrate the ability to successfully work independently and as part of a team.**	**Application/Interview**

Desirable:

Criteria		Means of Assessment e.g. Application, Interview, Reference, Certificate
1.	**An understanding of electronic records management and core systems used within the Council**	**Application/Interview**

Section F
WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS
This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions and any specific physical effort.

Post Holder works predominantly indoors.

Post Holder has no exposure to hazardous conditions working primarily indoors in office conditions.

Section G

PHYSICAL CO-ORDINATION

This section details the predominant demand for physical skills and co-ordination required to undertake this job. For example: operation of hand tools, keyboard skills, driving and other equipment

The post holder requires excellent key board skills and should have the ability to multi task.

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Section H

MENTAL SKILLS

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

The post holder requires excellent organisational skills and should have the ability to work on their own initiative as well as part of a team.

Section I

CONCENTRATION

This section details the work related pressures which may make concentration more difficult and also the responsiveness required of the job holder. For example: Service related deadlines, internal/external deadlines, conflicting demands.

The post holder is the first point of contact and requires a level of concentration which enables them to listen effectively and relay messages timeously in a courteous manner.

The post holder is also required to have excellent organisational skills to enable them to prioritise their work and meet deadlines.

Section J

COMMUNICATIONS SKILLS AND DEALING WITH RELATIONSHIPS

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact and explains the nature of the communication and level of skill required by the post holder. E.g. dealing with complaints, clients etc

The post holder is required to have excellent communication skills to enable them to liaise with colleagues and other professionals as well as service users. They should be able to maintain communication verbally and in writing.

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Section K

PHYSICAL ASSETS, DATA AND FINANCIAL RESOURCES

This sections details responsibility for **physical assets**, e.g. vehicles, buildings, stock control/procurement, **data** e.g. computers, record keeping **financial** the direct/indirect responsibilities for financial resources, from handing cash and cheques, through processing invoices and other financial transactions, to accounting for financial resources and budgetary activities.

A Business Support Administrator is responsible for handling cash or processing cheques on a regular basis.

To process purchase orders and progress invoices for timeous payment

To control and order stock as required.

Section L

INITIATIVE AND INDEPENDENCE

This section details the problems which the post holder must deal with in the course of normal working, the decisions which the jobholder is able to take, and the extent to which advice and guidance is available (Note, these are illustrative and are not exhaustive).

The post holder is not directly supervised in the planning of their day to day workload and must constantly re-prioritise work in order to meet the changing requirements of the service that they are providing. This involves daily planning and re-assessment of tasks in order to avoid conflict over deadlines.

This job predominantly involves working from instructions or documented procedures. Problems should be referred upwards to the line manager or supervisor.

The post holder has to communicate with people at all levels within and outwith the Council. It is necessary to respond in an appropriate manner at all times and to be aware of sensitive information especially in staffing or legal issues.

The post holder will be expected to contribute to the review of Business Support administrative procedures.

Section M

EQUAL OPPORTUNITIES

Staff are expected to promote equality of opportunity.

As a member of staff you will be expected to uphold and promote the Council's policy commitments to equality and diversity and its legal obligations under the Equality Act as well as ensuring the fair, equitable and non-discriminatory treatment of service users, colleagues and partners.

Section N

HEALTH AND SAFETY

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to take care of their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and current and appropriate codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and must comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Section 0
CLIMATE CHANGE

The Council agrees that climate change is one of the most serious challenges facing its communities and across the world and understands that meaningful action at international, national and local level is required in order to safeguard our planet for future generations. As a member of staff you are asked to uphold and promote the Council's net zero targets and its statutory requirements to reduce greenhouse gas emissions as part of the Public Bodies Climate Change Duty reporting process.