JOB Outline

Post: **Service Support Assistant**

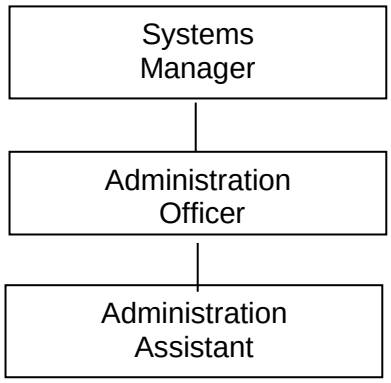
Service: **Communities and Economy – Facilities & Property Management**

Section: **Asset & Facilities Support**

Grade: **GC**

Job Purpose: **Provide efficient and effective administrative support to the Facilities and Property Management Service, ensuring the continuous development and delivery of quality support, in order to assist with the promotion, delivery and integration of the key objectives in relation to those identified within the Facilities & Property Management Plan and the Community Plan.**

A. SECTION STRUCTURE CHART



B. KEY DUTIES & RESPONSIBILITIES

1. Provide a wide range of administrative supports to the Facilities & Property Management service ensuring all communications are processed and progressed in accordance with pre-determined timescales, liaising with customers / suppliers / employees and other stakeholders as necessary to support the current priorities of the Service.

2. Ensure accurate and timeous processing of employee information, orders, payments, assets and other service information in relation to services provided to individuals, suppliers and external organisations.

3. Operate and review service specific management information systems, (including Technology Forge, People Manager and Catering Support Systems) in accordance with service procedures and the provision of system support in relation to these systems, to both colleagues in Facilities & Property Management service and staff in other Council services.

4. Process all HR, payroll, absence, and Health & Safety documentation for the Facilities & Property Management Service in line with Councils Policy and procedures, ensuring confidentiality at all times.

5. Operate and review Council and Service specific electronic purchasing systems including generating purchase orders, delivery notes, payment requests and invoices in accordance with procurement and financial procedures.

6. Undertake financial duties including the authorisation of invoices to suppliers in accordance with the Council's Financial Regulations up to agreed authorisation level.

7. Maintain and monitor the services assets records in line with financial and statutory legislation.

8. Undertake the monitoring of interfaces between supplier systems and internal management information systems, identifying and reporting any errors / faults.

9. Undertake the periodic checking and auditing of data to ensure information recorded is accurate and up-to-date.

10. Contribute to the on-going development and maintenance of management information systems in order to effectively collate, prepare and report on a range of statistical information including key performance management information.

11. Ensure all communications are received, filtered and progressed timeously using appropriate recording and tracking procedures to support the provision of a quality support service to all stakeholders.

12. Respond efficiently and effectively to all queries including face-to-face, telephony and electronic interactions with colleagues, partner agencies, the public and other stakeholders across the Council ensuring the provision of up-to-date information within the remit and status of the post.

13. Prepare agendas, organise rooms, equipment etc., including undertaking notes and minutes of meetings and preparing brief reports on administrative issues for consideration by line management.

14. Ensure office and other specialist equipment is maintained and monitor stock levels of consumables to assist the efficient delivery of services.

C GENERAL RESPONSIBILITIES

15. Contribute to the development and management of information systems ensuring information recorded on manual and electronic systems used by the team is accurate, up-to-date and maintained in accordance with the requirements of the Council and the Data Protection Act 2018.

16. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Council's policies and procedures.

17. Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and in accordance with all relevant statutory requirements, leading by example.

18. Ensure all activities for which the post holder is responsible are delivered in accordance with the Council's Equality and Diversity Policy and its statutory, general and specific equality duties.

19. Ensure that the Council's Customer Charter is followed in all dealings with the people we serve.

20. Adhere to the Council's policies and procedures for good records management across the services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.

21. Ensure the archiving and retention of records is undertaken in compliance with East Ayrshire Council's policies and in accordance with the provisions of the Data Protection Act 2018.

22. Participate in the East Ayrshire FACE Time process annually in accordance with the Council's procedures.

23. The jobholder is required to make decisions and judgements based on knowledge and experience, using discretion and confidentiality i.e. prioritisation of activities, mail, telephone calls, emails - analysing issues, determining possible solutions within agreed parameters and knowing when to ask for assistance or guidance.

Person Specification

Designation: Service Support Assistant	**Post No:**
Service: Facilities & Property Management	**Section:** Support

Attributes:	**Essential Criteria**	**Desirable**
Qualifications	• SVQ Level 3 or equivalent in Business Administration subject OR equivalent demonstrable experience.	• ECDL or equivalent. • SVQ Level 4 in Business Administration or equivalent.
Knowledge & Skills	• Able to liaise effectively and build relations with a range of stakeholders. • Excellent communication and interpersonal skills – both written and verbal. • Effective organisational and time management skills. • A good attention to detail when producing / processing information. • Ability to develop and maintain databases and spreadsheets including a range of functions • Analytical, problem solving and decision making skills. • Ability to work on own initiative. • Ability to complete tasks within a context of competing demands.	• Knowledge of the Facilities & Property Management Service

Attributes:	Essential Criteria	Desirable
	• Understanding of confidentiality and data protection. • Adaptable to change.	
Experience	• Experience in providing administrative / project support in a demanding office environment. • Worked to tight deadlines and challenging timescales. • Experience of reviewing and contributing to the development of administrative support procedures. • Monitoring, collation, analysis and reporting of statistical information. • Used Microsoft Office applications including Word, Excel, Access, Power Point and Outlook.	• Experience in local government or similar environment • Experience of using electronic procurement systems eg PECOS, Technology Forge or similar. • Experience of using management information system(s) eg asset management system (similar to Technology Forge), or catering management software (similar to SAFFRON) etc. • Experience of using a financial system e.g. Civica • Collated and reported statistical performance related information • Experience of providing user support • Attended meetings to take and prepare minutes.

Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours	
Quality	**Behaviour**
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.