

JOB OUTLINE	
JOB TITLE: Business Support Administrator	JET CODE: 1072
DIVISION: Education and Children's Services	
SERVICE/BUSINESS UNIT: Children's Services	
REPORTING TO: Senior Business Support Administrator	
RESPONSIBLE FOR: None	
JOB PURPOSE: To provide advanced administrative support within Children's Services.	
MAIN DUTIES: • Undertake duties in accordance with Data Protection and Security requirements. • Open, sort, record and distribute mail, both digital and physical. • Collate, distribute, forward, file and circulate documentation/information as required. • Be responsible for the maintenance and updating of both manual and computerised record systems; [such record systems might typically include databases, filing systems, absence/attendance records where required, reference works, circulation lists, registers, payments, receipts, office diaries and indexes]. • Undertake the coding, input, extraction and amending of information for databases and spreadsheets to support management information requirements. • Collect and provide statistical information in accordance with procedures. • Provide support to your supervisory group and provide business support cover within the department. • Provide an enquiry/reception service for internal/external clients. • Answer queries on the relevant service areas and refer enquiries to an appropriate member of staff, as required.	

- Where appropriate, deal with enquiries from, and provide information to, members of the public.
- Provide support by effectively utilising available office equipment e.g. telephones, photocopiers, data imaging and scanning equipment, e-mail, M365 etc.
- Undertake work processing which includes correspondence, newsletters, reports, returns and take/process minutes.
- Order equipment and resources using adopted systems.
- Book staff on training courses.
- Undertake any other relevant duties as required by management.
- Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to Higher Grade/NC/SVQ2 or equivalent level and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

Scottish Social Services Council:

- N/A.

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	Educated to Higher Grade/NC/SVQ2 or equivalent level and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.	HNC/SVQ3 in a relevant field such as Business Administration or Administration & Information Management or equivalent.
Previous Experience (Paid & Voluntary Work)	Previous experience of working an office environment. Customer Service and/or reception experience. Proficient keyboard skills. Experience of minute taking.	
Knowledge/ Skills /Competencies	Effective verbal and written communication skills. Skilled user of Microsoft Office Suite such as Word, Excel, Outlook, Teams etc. Skilled user of databases. Numeracy and Literacy skills. Effective organisational and time management skills. An understanding of trauma informed practice.	
Personal Qualities	Ability to work on own initiative and flexibly as part of a team. Ability to deal with conflicting priorities and demands.	

	Ability to work under pressure and to deadlines. Attention to detail. Ability to plan ahead and prioritise own workload. Ability to maintain confidentiality relating to sensitive or personal matters.	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	