

EAST LOTHIAN COUNCIL

Job Outline

Post Title:	Business Support Administrator – Generic – Grade 6
Service:	Resources and People Services – Unified Business Support
Location:	John Muir House, Haddington
Immediate Supervisor:	Team Manager – Unified Business Support

Purpose of the Job

To provide advanced and comprehensive administrative support within the relevant area of East Lothian Council.

- Receive and process information
- Ensure all guidelines and procedures are adhered to in relation to set timescales
- Prioritise work tasks and supervise staff when required
- Maintain accurate financial records and process payments and invoices promptly and timeously
- Order supplies and equipment and monitor stock levels when necessary
- Link and cross check information and statistics
- Minute and record complex meetings accurately, producing documentation and distributing as required.
- Provide specialist and technical support as required
- Process, record and analyse data
- Produce documents using Microsoft Office Packages, i.e. Word, Excel and Access.
- Organise and co-ordinate meetings and /or events on a regular basis
- Collate, report and distribute statistical information and documentation
- Provide general admin support direct to one or more managers as necessary
- Deal with both internal and external customers in line with the Council's customer care policy.
- Actively participate in, and support any meetings and working groups within the Department.
- Undertake any other duties or responsibilities appropriate to the grading of the post which may be assigned in light of changing needs within the department

Employee Responsibility

- Occasional supervision of Senior Business Support Assistants and Business Support Assistants.

Essential Requirements for this Role

Education:

- Educated to HNC/SVQ Level 3 or equivalent in a relevant discipline **and/or** be able to demonstrate equivalent knowledge, skills and competencies gained through previous 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**.

Skills/Experience Required

- See Person Specification

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Person Specification

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Attributes	Essential	Desirable
Education, Registration & Training	Educated to 'Higher' Level, NC or SVQ level 3 in Administration or Information Management or equivalent 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.	
Previous Experience (Paid & Voluntary Work)	Previous Experience of working in an office environment. Previous Customer Service Experience. Previous experience of processing financial transactions. Experience of minuting complex meetings. Experience of processing, recording and analysing data.	

Knowledge/ Skills /Competencies	Effective verbal and written communication skills Effective project management skills. A skilled user of Microsoft Office Proficient numeracy and literacy skills	
Personal Qualities	Ability to investigate and resolve problems.	

	Ability to prioritise a varied and complex workload. Ability to use own initiative. Ability to work under pressure and meet deadlines Ability to work flexibly as part of a team. Ability to develop effective relationships with stakeholders. Ability to deal sensitively with individual clients, including the need to maintain confidentiality. Ability to maintain confidentiality relating sensitive or personal matters. Ability to work to a high degree of accuracy, paying close attention to detail. Ability to analyse and interpret data.	
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	