

Post Number	14445	Grade	4A
Position Title	Clerical Assistant	Department	Adult Social Care
Location	Community Equipment Service, Tweedbank	Hours	21 hours per week
Salary/Rate of Pay	£13.73 - £14.46 per hour	Number of Staff Responsible for	0
Reports to Post Number	Operations Supervisor	Registration Requirements	None
Contract Status	Permanent	Disclosure Status	None
Role Profile Number	SA 3A	Work Pattern	Monday-Friday
Vacancy Number	SBO0	Closing Date	Two weeks from going live

Key Responsibilities

Working within Adult Social Care, the Clerical Assistant will provide comprehensive administrative support to the Community Equipment Service (CES) and Technology Enabled Care (TEC) Team. The post plays a key role in supporting the delivery of equipment and technology-based services that enable people across the Scottish Borders to remain safe, independent and connected within their own homes.

In this role you will be required to:

- Provide a wide range of clerical and administrative support functions in accordance with Council policies, procedures and service standards.
- Support the day-to-day operation of CES and TEC services through the processing of referrals, service requests, orders, and other administrative tasks.
- Ensure the smooth running of back-office functions, supporting managers, supervisors and operational staff to deliver an efficient service.
- Maintain accurate electronic and paper records relating to service users, community equipment, telecare equipment, installations, collections, repairs and stock management.
- Input, update and retrieve information from service databases and management systems, ensuring data quality and compliance with data protection requirements.
- Respond professionally and courteously to telephone, email, written and face-to-face enquiries from service users, carers, relatives, health and social care professionals, suppliers and colleagues.
- Assist with arranging equipment deliveries, collections, installations and maintenance visits, liaising with internal teams and external partners as required.
- Support the administration of CES and TEC services, including creating and maintaining client records, responder details and monitoring information.
- Maintain confidentiality when handling sensitive personal information and ensure compliance with relevant legislation and Council policies.

- Contribute to continuous improvement initiatives, identifying opportunities to improve administrative processes and customer service.
- Work collaboratively with colleagues across Adult Social Care, NHS partners and external organisations to support integrated service delivery.
- Support the Manager, Operations Supervisors and wider team in achieving departmental objectives and delivering high-quality services to the residents of the Scottish Borders.

	Essential	Desirable
Education & Training	• National 5 (or equivalent) in English and Maths. • Demonstrable administrative experience, supported by relevant qualifications or equivalent work-based learning.	• HNC in relevant discipline
Experience	• Experience of working in an administrative or clerical role within a busy office environment. • Experience of maintaining accurate records and data within computerised systems. • Experience of dealing positively and professionally with customers, service users, colleagues and partner organisations. • Experience of working independently whilst following organisational policies and procedures.	• Experience within a health, social care, local government or community-based service. • Experience working within Health and Social Care. • Knowledge of Adult Social Care services. • Knowledge of data protection and confidentiality requirements. • Experience using databases and electronic case management systems. • Knowledge of Scottish Borders Council policies and procedures.
Job Specific Skills	• Good numeracy and analytical skills, including skills to use spreadsheet software effectively. • Good verbal and written communication skills capable of providing advice to others. • Good time management and organisational skills • High quality computer skills and competency in Microsoft Office – especially Word and Excel. • Ability to maintain accurate and confidential records. • Ability to prioritise competing demands and meet deadlines. • Ability to learn and use service-specific databases and management	

	systems. • High level of accuracy and attention to detail.	
Qualities	• Committed to achieving high standards of customer service • Proactive • Flexible & Adaptable • Team worker and collaborator, sharing knowledge and information appropriately. • Produces accurate work, on time and to tight deadlines with minimum supervision. • Efficient and effective in their personal and work organisation. • Empathetic and professional approach when dealing with vulnerable people and their families. • Commitment to confidentiality and data protection.	
Health & Safety	• Employees shall work in accordance with policies, procedures, information, instructions, and / or training received.	

Benefits of working for Scottish Borders Council:

- Living Wage Employer
- Access to Local Government Pension Scheme
- The opportunity to learn on the job whilst achieving qualifications
- Qualify for a Blue Light Card and SBC Benefits
- Paid PVG and training

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive, and the post holder may be required to undertake such other duties as may be required by the Workforce Planning & Development Manager to meet the needs and responsibilities of the Service and the Council.

Equality – Ensure that all work and outputs comply with and promotes equal opportunities and diversity.

Supervisory or Managerial posts only - Ensure that HR systems are in place for reporting management information and making recommendations for any corrective action necessary.

Equal Opportunities - Scottish Borders Council is committed to improving the diversity of its workforce to better reflect the communities we serve. We welcome applications from all minority groups and individuals who identify with one or more of the protected characteristics as defined by

the Equality Act 2010. In particular from candidates who assess themselves as having a disability, under the Disability Confident Employer scheme this guarantees an interview to those individuals who meet the essential criteria of the post. All appointments will be made on merit.

Please note priority will be given to staff on the deployment/redeployment list who meet the essential criteria of the post.

Digital Innovation & Solution Focused Statement

Scottish Borders Council is committed to excellence and continuous improvement through the transformative power of digital solutions reinforcing our commitment to excellence, sustainability, enhancing our work practices and enriching our support to the community. As digital innovation evolves, our organisation is dedicated to integrating these advancements in a manner that aligns with our core values and strategic objectives.

All roles across the Council will actively seek and implement the latest digital solutions and technologies that can improve efficiency, productivity, and the quality of our services. Training will be provided, to ensure staff are proficient in utilising new technologies, fostering a culture of continuous learning and adaptability.

Please note that applicants who have received early retirement/voluntary severance from Scottish Borders Council will not be considered.

TEMPORARY POSTS

If at a later date a temporary post becomes permanent, it will be at the discretion of the Department's management team to confirm the post holder as permanent without readvertising.

PRE-EMPLOYMENT CHECKS

Essential

- Confirmation of Right to Work in the UK - **(All posts)**
- **Level 2/PVG Registration Disclosure Check – (PVG/Disclosure posts only)**
- **References - (All posts)**
- **Confirmation of qualifications required to meet the essential criteria on the person specification - (All posts)**

Right to Work in the UK

Under the Immigration, Asylum and Nationality Act 2006 – require original documentation confirming legal entitlement to live and work in the UK.

- A Passport/National Identity Card showing you are a British Citizen or an EEA or
- Swiss National or
- a **full** British Birth/Adoption Certificate along with an official document containing your name and permanent National Insurance number
- **or** a passport or travel document endorsed to show that you are allowed to stay in the UK indefinitely or for a limited period of time and are allowed to work is required.

Please note that a Short Birth Certificate and a Driving Licence are not sufficient to show your entitlement to work in the UK.

OTHER DETAILS

Disclosure/PVG Registration

Under the Rehabilitation of Offenders (Exclusion and Exceptions) (Scotland) Order 2003 to the 1974 Rehabilitation of Offenders Act (ROA) Scottish Borders Council are entitled to ask "exempted questions" that require applicants for certain positions to reveal their full criminal history.

This means that all details of criminal convictions, whether they are spent or not, must be disclosed to help the recruiting manager assess the person's suitability for a position of trust.

Disclosure

These "excepted professions" are set out in the Exceptions Order and include:

- certain professions in areas such as health, pharmacy and the law;
- senior managers in banking and financial services;

PVG Registration

Certain posts are considered Regulated Roles with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. Preferred candidates will be required to join the PVG Scheme or undergo a PVG Scheme update check prior to a formal offer of employment being made by Scottish Borders Council.

Political Restrictions

Certain posts within Scottish Borders Council will be deemed Politically Restricted. If you are appointed to such a post the Local Government Officers' (Political Restrictions) Regulations 1990 provide that your terms and conditions of employment are deemed to incorporate additional provisions set out in the Schedule to the Regulations, a copy of which can be obtained from HR. Full details of restrictions will be provided in your application pack if you are applying for a Politically Restricted post.

**** From 1 April 2026 a Scottish Local Government Living Wage Rate of £13.52 per hour has been agreed. All employees recruited on a salary/wage less than the SLGLW rate shall receive a payment additional to their salary/wage in order that they are paid at the rate of £13.52 per hour. The additional payment shall count as pensionable earnings and be subject to deduction of tax, national insurance and pension where appropriate.**

Information for Applicants

Protecting Vulnerable Groups Scheme and Disclosure Scotland Checks

You have requested information on a position within the council that requires either a PVG or Disclosure check. The level of check required will be detailed on the Job Description.

In order to protect young and adult people at risk Scottish Borders Council is required to undertake checks for the following individuals:

- Employees: Current staff and candidates who have been recommended for specified types of posts i.e. posts working with vulnerable groups (children or protected adults).
- Other people: Volunteers working with vulnerable groups, Foster Parents, prospective adopters, Children's Hearing members, Host Parents, Elected Members who sit on certain committees.

Certain other specified positions also require checks to be undertaken.

Legislation makes it an offence for the council to offer employment or to continue to employ someone who has been found to be unsuitable to work with children or protected adults. Undertaking PVG Disclosure checks ensures that we comply with this legislation.

Under the terms of the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003 Scottish Borders Council are entitled to ask "exempted questions" that require applicants to reveal their full criminal history.

An "exempted question" is a question which employers are not normally allowed to ask in relation to a person's criminal conviction history. Under the terms of the Rehabilitation of Offenders Act 1974 offenders become rehabilitated after varying periods of time and their conviction(s) deemed "spent", depending on the sentence imposed and whether they have re-offended. The Act provides that a spent conviction need not normally be disclosed by the individual, except in situations where information about spent convictions needs to be available. There are a number of positions with the Council where both spent and unspent convictions must be disclosed e.g. positions involving contact with children and/or adults at risk.

Under the PVG Scheme:

When a person applies to join the PVG Scheme for the first time there are two types of disclosure record available:

- the **Scheme Record (and subsequently a Scheme Record Update)** at the request of an organisation.
- the **Scheme Membership Statement** at the request of a **personal employer** or by the individual alone in anticipation of doing regulated work in the future;

The Scheme Record states the type of work the person is registered for, whether work with children, protected adults or both and whether they are under consideration of being barred. It also contains details of all convictions on record, whether spent or unspent, and other relevant non-conviction information held by Disclosure Scotland.

A Scheme Record Update states the type of work the person is registered for, and whether they are under consideration of being barred. It also confirms the date of issue of the last Scheme Record, whether or not any further information is recorded on that Scheme Record and whether or not any further information has subsequently been recorded.

Depending on the contents of the Update it may be necessary to obtain a Scheme Record.

A Scheme Membership Statement simply states the type of work the person is registered for, and whether they are under consideration of being barred.

Under the Police Act:

Level 2 disclosures are available for certain purposes including those involved in the administration of the law, and senior managers in banking and financial services. A Level 2 Disclosure will contain details of all convictions on record, whether spent or unspent. This means that even minor convictions, no matter when they occurred, will be included on the Disclosure.

Level 1 disclosures are also available, however this can be obtained only by an individual rather than an organisation, as long as they apply in the appropriate manner and pay the relevant fee. Level 1

Disclosures include all convictions considered to be unspent under the Rehabilitation of Offenders Act or state that there are no such convictions.