

# Recruitment Pack



**EAST RENFREWSHIRE COUNCIL**

**BUSINESS SUPPORT ASSISTANT**

**ST LUKE'S HIGH SCHOOL**

**ERN06626**

**EXTERNAL**

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This Recruitment Pack should contain all the information you require to complete your application.



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# ADVERTISEMENT



|                                 |                                  |
|---------------------------------|----------------------------------|
| <b>DEPARTMENT:</b>              | Education                        |
| <b>JOB TITLE:</b>               | Business Support Assistant       |
| <b>JOB STATUS:</b>              | Part Time / Term Time – 39 Weeks |
| <b>DURATION:</b>                | Permanent                        |
| <b>NUMBER OF VACANCIES:</b>     | 1                                |
| <b>GRADE:</b>                   | 4                                |
| <b>TERM TIME HOURLY RATE:</b>   | £12.846 - £13.7489               |
| <b>TERM TIME ANNUAL SALARY:</b> | £23,442 – £25,090                |
| <b>HOURS PER WEEK:</b>          | 35                               |
| <b>WORK PATTERN:</b>            | Monday – Friday 08:30 – 16:15    |
| <b>LOCATION:</b>                | St Luke's High School            |

The successful applicant will assist with general business support activities including managing correspondence, dealing with telephone and face-to-face enquiries and preparing documents such as letters, agendas and meeting papers.

You will be part of a business support team and provide efficient and effective administrative support

**On completion of additional years of service by 1 January of each year, following the anniversary of the date of appointment, your term time salary will**



be adjusted to include a payment in lieu of the additional leave day accrued at the beginning of each leave year for the first 10 years of service.

This post is considered Regulated Work with Children, under the Protection of Vulnerable Groups (Scotland) Act 2007. It is an offence therefore to apply if you are barred from working with children. In addition to this, if you have lived or worked in any country outside the UK in the past 10 years, there may be a requirement for an overseas police check.

For details of our employment policies and terms and conditions, please visit our Council Careers page <https://eastrenfrewshire.gov.uk/careers>

East Renfrewshire Council has launched a new 15-year Community Planning Partnership vision called 'A Place to Grow'. Please follow this link <https://eastrenfrewshire.gov.uk/placetogrow> to watch a video and read our full plan which sets out our shared hopes and aspirations between now and 2040 so that East Renfrewshire is a place where everyone can flourish, thrive and grow.

**Please note** – all applicants will be asked to provide proof of their right to work in the UK, and any offer of employment will be conditional upon verifying documentary evidence before employment commences. Further information can be found here: <https://www.gov.uk/prove-right-to-work>

**Please note** – East Renfrewshire Council does not provide Visa sponsorship.

**References** – during your application form completion you must provide details of a minimum of 2 referees, 1 of which should be your most recent or current employer. It is also a requirement that the referees are your previous/current managers and are not the details of work colleagues operating at the same level as you or personal referees. Please note only work email addresses for referees will be accepted. Please contact [hrdirect@eastrenfrewshire.gov.uk](mailto:hrdirect@eastrenfrewshire.gov.uk) with any questions.

**Employability Support – Work East Ren** – For further support on completing job applications, East Renfrewshire residents can access free support from our employability team Work East Ren. They can also provide general support with other employability matters. Please contact Work East Ren on 0141 577 8438, email [worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk) or visit the website <https://www.workeastren.co.uk/>

## **Pension Scheme**

Employees with a contract of employment for 3 months or more are automatically included in our Local Government Pension Scheme which is a career average scheme. Pension contribution rates are based on a tiered system determined by



your annual full time equivalent pensionable pay. Further details can be found in the attached document General Information for Applicants or via the Strathclyde Pension Fund website [Local Government Pension Scheme \(LGPS\) Guidance](#)

### **Recruitment Dates**

**Closing date for applications: midnight on Sunday 25 October 2026**

**Shortleat date: 28 October 2026**

**Interview date: 05 November 2026**

If you would like an informal discussion about the post, please contact Steven Carlton, Business Support Manager, on 0141 577 2405 (No agencies please).

### **Recruitment Communication**

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

- Email notification advising of outcome of shortlisting
- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the above correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

### **Payslips**

The council provides electronic payslips online through our employee self-service portal. Successful applicants will be provided with a login to the self-service portal to access their payslip.

### **Guaranteed Interview Scheme**

### **Disability Confident**



If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.

### **Care Experienced Children and Young People – Looked After Children**

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and they have either been in the care of their local authority i.e. been in foster care or in residential care etc. and they are under the age of 29 years old they will be given the opportunity to demonstrate their abilities at interview.

### **Veterans**

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and can demonstrate in their work history they are a Veteran of the armed forces who has left or is leaving service then applicants will be given the opportunity to demonstrate their abilities at interview.

### **Trainee Roles or Modern Apprentices**

For modern apprentices or traineeship roles where the applicant is an East Renfrewshire Council resident or school leaver, they will be guaranteed interview if the applicant clearly shows in their application that they meet the essential criteria for the job.



## **Equalities**

East Renfrewshire Council is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We offer a range of family friendly, inclusive employment policies, and employee benefits to support staff from different backgrounds.

East Renfrewshire Council has committed to implement the key recommendations of the Scottish Parliament's Equalities and Human Rights Committee's Race Equality, Employment and Skills: Making Progress report.

## **Application Guidance**

For help on completing East Renfrewshire Council's Local Government application form, we have provided guidance on our Careers webpage under the Applying to Work for Us section which can be found here

- <https://www.eastrenfrewshire.gov.uk/careers>

Please fill out the application using your own words, based on your own experiences. We ask that candidates do not use AI tools to complete recruitment application forms. We value authenticity and are genuinely interested in reading candidates personally written applications. If it looks like your application was created using AI, we may not be able to consider it unless you've told us in advance and we've agreed this as part of a reasonable adjustment.

## **Privacy Notice**

If you would like more information about how we handle your data please read our Privacy Notice which can be found here:

<https://www.eastrenfrewshire.gov.uk/hr-privacy-notice>



# JOB DESCRIPTION



|                      |                                                                                                                                         |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Department:          | Education                                                                                                                               |
| Division/Section:    | Leading Business Change                                                                                                                 |
| Job Title:           | Business Support Assistant                                                                                                              |
| Responsible to:      | Business Support Manager                                                                                                                |
| Grade:               | 4                                                                                                                                       |
| Date Reviewed:       | June 2026                                                                                                                               |
| Purpose of the Role: | To be part of a business support team and provide efficient and effective administrative support to all sections within the department. |

To undertake some or all of the main duties, and to be proactive in identifying training and development opportunities.

## Responsibilities

To assist with general business support activities including managing correspondence, dealing with telephone and face-to-face enquiries and preparing documents such as letters, agendas and meeting papers.

To process applications for council services in accordance with a defined set of procedures and eligibility criteria.

To update and maintain spreadsheets and ICT systems, and to compile information, run reports and validate data as appropriate.

To use document management and filing systems to ensure all information is stored effectively and kept confidential and secure.

To arrange meetings and take minutes as appropriate.

To process and collate information relating to employees and equipment, including timesheets and inventories.



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To support effective management of mail by sorting, distributing and opening post and by using agreed procedures for internal and external mail.

To update the council intranet and internet as appropriate, and to keep abreast of organisational changes in relation to the service.

To provide support for financial processes within the department, including:

- Processing purchase orders
- Ensuring goods are delivered
- Processing or generating invoices
- Making payments (e.g. petty cash and bacs)
- Updating systems and maintaining records

To coordinate stationery orders, and to make transport and travel arrangements as required.

To work as part of a team in a busy office environment, and to be flexible in providing cover (planned and short notice) across Business Support teams and the wider department.

To undertake other duties as directed by the Business Support Manager.

### **Additional Conditions:**

Business Support Assistants may be asked to rotate and work across different areas of the Business Support team and department and will be provided with training as required.

NOTE: This job description is a broad outline only of the duties of the post and these may be revised from time to time.

# PERSON SPECIFICATION

| <b>POST OF:</b>                                                              | <b>BUSINESS SUPPORT ASSISTANT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>DEPARTMENT:</b>                                                                                                                                                                                             | <b>EDUCATION</b>               |
|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <b>GRADE:</b>                                                                | <b>4</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>SERVICE:</b>                                                                                                                                                                                                | <b>LEADING BUSINESS CHANGE</b> |
| <b>ATTRIBUTES</b>                                                            | <b>ESSENTIAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>DESIRABLE</b>                                                                                                                                                                                               |                                |
| <b>Professional/Educational Qualifications or Equivalent Work Experience</b> | <ul style="list-style-type: none"> <li>General education with good literacy and numeracy skills.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>SVQ Level II or equivalent</li> </ul>                                                                                                                                   |                                |
| <b>Relevant Work/Other Experience/Skills</b>                                 | <ul style="list-style-type: none"> <li>Experience of dealing with a variety of general enquires and providing excellent customer service.</li> <li>Be computer literate.</li> <li>Experience of working with a variety of ICT systems and packages e.g. Microsoft Office.</li> <li>Ability to create and use spreadsheets, databases and management systems</li> <li>Fast and accurate data entry skills.</li> <li>Ability to take accurate minutes.</li> <li>Ability to multi task and organise own workload.</li> </ul> | <ul style="list-style-type: none"> <li>Good general knowledge of the service.</li> <li>Experience of working in a Business Support environment.</li> <li>Ability to train other members of the team</li> </ul> |                                |
| <b>Personal Qualities/Behaviours</b>                                         | <ul style="list-style-type: none"> <li>Excellent interpersonal skills and ability to communicate at all levels.</li> <li>Ability to work as part of a team.</li> <li>Ability to work to deadlines.</li> <li>Good customer care awareness.</li> </ul>                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Ability to work under pressure</li> </ul>                                                                                                                               |                                |

|                                    |  |                                                                                           |
|------------------------------------|--|-------------------------------------------------------------------------------------------|
| <b>Additional Job Requirements</b> |  | <ul style="list-style-type: none"><li>• Working out-with core hours if required</li></ul> |
|------------------------------------|--|-------------------------------------------------------------------------------------------|



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Ambition



Kindness



Trust