



February 2016

1. JOB IDENTITY

Post Title: Admin Support Assistant **Grade:** Admin D

2. JOB PURPOSE

- Provide efficient and effective, customer focused support to Council Services, working on an individual basis or collaboratively as part of a team

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Provide support, which may include reception duties, data input, word processing and producing a range of documents
- Organise meetings and events including booking venues, issuing invitations, distributing documentation and general minute taking as required
- First point of contact for enquiries, responding appropriately by telephone, in writing, by e-mail or in person and re-directing as appropriate
- Update and maintain records, files and databases in line with corporate records management standards
- Order goods and services
- Process invoices and payments, which may include the use of financial management systems, e.g. Oracle
- Assist in the collation, preparation and provision of information; verifying and validating as necessary
- Undertake general office duties including photocopying and processing mail

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to Scottish National 4 or 5 level, Standard Grades or equivalent transferable experience and skills
- Desirable:**
- ECDL or equivalent
 - Recognised typing / word processing qualification or ability to demonstrate typing speed and accuracy of 32 words per minute
 - Customer service qualification

5. EXPERIENCE

Essential: • Experience in using Microsoft Office packages to a proficient standard

Desirable: • Previous support experience, e.g. reception work, filing, record keeping and word processing

6. KNOWLEDGE AND SKILLS

Essential:

- Excellent communication and organisational skills
- Capable of prioritising tasks to meet competing demands
- Ability to work on own initiative and as part of a team
- Accuracy and attention to detail
- Ability to deal with confidential and sensitive matters
- Ability to respond appropriately to customer needs
- Flexible and adaptable

Desirable: • Knowledge of Local Government

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post