

Job Profile

OVERVIEW:

Job Title:	Business Support Assistant
Grade:	FC4
Location:	Fife Wide: Music Institute, Carnegie Hall
Reports to:	EMT

ABOUT THE ROLE:

To provide an efficient and effective business support service in a professional manner in line with business requirements. Providing a customer-oriented approach, delivering a service which is responsive to the varied needs of managerial, administrative and operational teams and external customers.

YOUR IMPACT

1. Providing a comprehensive business support service: such as maintaining computer systems and processes to support service delivery, data/word processing, preparing and distributing documentation, financial transactions, printing, scanning, copying, mail handling, scheduling and coordinating meetings and appointments, minute and note taking and customer contact duties.
2. Using computer-based applications to carry out a range of duties including:
 - Creating/updating/maintaining existing systems to enable the prompt retrieval of data, e.g. spreadsheets, databases
 - completing of returns and reports,
 - collating/providing management/statistical information,
 - processing documents, e.g. mail items, orders, invoices, timesheets
 - word processing including creating, formatting and updating documents, e.g. minutes, reports, correspondence, newsletters
 - managing and coordinating meeting and appointment schedules including travel arrangements

- assisting at events
 - supporting operational staff in the use of systems, offering advice and support as required
 - supporting mobile and flexible working in operational teams
 - scheduling a range of activities including appointments for the public.
3. Creating, developing, implementing and maintaining efficient office systems and procedures.
 4. Assisting the EMT to coordinate workflow and monitor quality of work, ensuring required standards and deadlines are met and assisting with the roll out of developments as needed.
 5. Supporting information and records management: such as electronic and paper filing, file management, retention, indexing, removal and archiving assisting with the roll out of developments as required.
 6. Delivering a front line or back office service, providing a high standard of customer care including acting as the first point of contact for administrative or operational enquiries: handling telephone calls, emails and visits from the public and taking messages, bookings, providing advice or information to business support and operational staff and the public and handling complaints and applications, escalating as appropriate.
 7. Processing and recording of financial transactions, including cash handling, banking, invoicing and assisting with the requisitioning and receipting of goods and services in line with financial policies and procedures.
 8. Maintaining stock of a range of goods including stationery, equipment, arranging for replenishing of stock when required.
 9. Maintaining a variety of financial record keeping systems. Monitor and reviewing and reporting on expenditure against allocated budget.
 10. Liaising with non Fife Sports and Leisure Trust employees, e.g. parents, suppliers, external customers, visitors.

11. Undertaking general housekeeping duties to maintain a safe working environment. Assisting managers with the reporting and follow up of repairs and maintenance.

OTHER IMPACT:

The Jobholder may be required to perform other duties appropriate to the job, additional than those given in the job profile. The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not, therefore, justify reconsidering the grade of the job. Such variations would be reflected in an updated job profile.

WHAT YOU WILL BRING:

Skills, Knowledge, Qualifications and Experience	Method of Assessment	E	D
Experience			
Experience of working in an office environment	Application form	X	
Experience within Local Government	Interview		X
Education, Qualification and Training			
National 4, SVQ2, or 3 Standard Grades or equivalent	Application form	X	
Customer Service Professional Qualification			X
Skills, Abilities and Knowledge (general)	Application form		
Working knowledge of a range of office services and Procedures	Interview	X	
Confident user of IT applications, showing ability to use packages effectively.(Embrace technology and information)	Reference	X	
Experience of non-standard corporate systems			X
Numerical skills		X	
Attention to detail		X	
Report writing skills			X

Minute taking skills	X	
Ability to maintain confidentiality	X	
Audio typing skills		X
Experience of supporting others to learn new systems		X
Ability to collate, analyse and interpret management information		X
Problem solving skills	X	
Time management skills (Take ownership)	X	
Organisational skills	X	
Cash handling skills		X
Accuracy skills	X	
Experience and ability to maintain accurate records	X	
Health and safety knowledge		X
Interpersonal and Social Skills		
	Interview Reference Application Form	
Has a flexible approach to work.	X	
Confidential approach to work	X	
Customer Service/care skills (Focus on customers)	X	
Communication skills, both oral and written	X	
Relationship building skills	X	
Interpersonal skills	X	
Team working skills (Work together)	X	
Health and Physical Attributes		
	References	
Ability to provide regular and effective service.	Pre-employment health screening	X

E = Essential Criteria D = Desirable Criteria

APPOINTMENT CONDITIONS:

- Eligibility to work in the UK
- Qualifications relevant to the post
- 2 References
- Pre-employment Health Screening
- Criminal Convictions Self Declaration form
- Driving licence (if applicable)
- Disclosure/PVG (if applicable)

***people are at the
heart
of all we do...***