Recruitment Profile

Post number	11046
Position title	Receptionist/Clerical Assistant
Grade	4A
Department	People
Location	Council Headquarters, Newtown St. Boswells
Salary/Rate of Pay	25059.96 - 26392.21
Hours of work	35
Weeks per year	52.1428
Number of staff responsible for	0
Reports to post number	Business Support Supervisor
Registration requirements	None
Drivers Licence required	N/A
Contract status	Permanent
Contract end date	
Reason for temporary vacancy	
Disclosure status	Level 1
Political restrictions	No
Role profile number	SA3A
Business World post status	Permanent
Work pattern	Monday-Thursday 08:45-17:00 Friday 08:45-15:45
Vacancy number	SBO10510
Closing date	17/11/2026

Role purpose

The Business Support Team plays a vital role within the Customer Advice and Support Service, providing essential support across both Systems Support and Reception/Administration functions. This varied role requires excellent organisational skills, strong attention to detail, and a good working knowledge of Microsoft Office applications.

As a Business Support Assistant, you will be responsible for delivering high-quality administrative and customer support services to both internal and external customers. Key duties include:

• Handling calls received through the main Council switchboard.
• Processing and updating information within bespoke IT systems to produce reports, calculate bills and benefit entitlements, and maintain Council Tax, Non-Domestic Rates and BID accounts.
• Providing cover for Headquarters Reception and other reception or back-office functions as required.
• Managing enquiries received through the Homelessness and Financial Inclusion team mailbox.
• Using Council systems and applications, including Business World, Intranet, OneDrive and Microsoft Office packages.
• Manipulating, analysing and extracting data using Microsoft Excel.
• Processing Council Tax Direct Debit requests and Housing Benefit payments through designated payment systems.
• Indexing of Customer Advice Service emails.
• Producing and issuing Council Tax bills, reminders, final notices and summary warrants.
• Working with a range of bespoke IT applications to support service delivery.
• Providing excellent customer service and support to colleagues, customers and partner organisations.

This role would suit an individual who is customer-focused, adaptable, capable of managing competing priorities, and confident working with a range of systems and detailed information.

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Person specification		
Criteria	**Essential**	**Desirable**
Education, qualifications and training	At least 5 SCE Standard Grades at level 3 or above (or equivalent) Including Mathematics or Arithmetic or relevant comparable experience	N/A
Skills, knowledge and competences	• Keyboard skills and computer literacy with a higher level knowledge of Microsoft Office suite of programmes including Excel spreadsheets and mail merges • Good numeracy skills. • Ability to follow detailed instructions and run sheets. • Ability to deal occasionally with demanding customers constructively and positively • Strong attention to detail • Capable of managing competing priorities	• An understanding of the principles of Council Tax and Non-Domestic rates collection • An understanding of the reconciliation process and controls
Experience	• Commitment to high quality customer service • Ability to work accurately • Good interpersonal skills. • A high degree of flexibility, able to react to frequent changes in priority in a revolving working methodology. • Ability to develop good working relationship with team members, users, business managers, developers and internal suppliers. • Good communication skills, both written and oral, with an ability to impart technical expertise to others, notably those not from a technical background. • Commitment to working in an environment of continuous change and improvement in the service • Excellent organisational skills.	N/A
Other		

Driving Licence - Where it is an essential requirement for this post to hold a current driving licence. Note: If you have a disability which precludes you from holding a drivers licence, Scottish Borders Council will take into account its responsibility to make reasonable adjustments to allow for your disability. Should it be possible to make such an adjustment in order that you can undertake the travel responsibilities of the post, this will be taken into account in consideration for this role.

HEALTH & SAFETY STATEMENTS

Must take reasonable care for the health and safety of themselves, other employees and anyone else who may be affected by their work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions, and / or training received.

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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.

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

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 1/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 - To ensure that you are eligible to work in the UK, we will require the following documentation:

- A Passport showing you are a British/Irish Citizen.

  OR

- A British Birth/Adoption Certificate along with an official document containing your name and permanent National Insurance number

For all other nationalities

- Settled status code

  OR

- Immigration status document, for further information visit Apply to the EU Settlement Scheme (settled and pre-settled status) - GOV.UK (www.gov.uk)

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 Work 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.

PVG/Disclosure Process

After the application is processed you will receive an email with a secure link to view the disclosure. You must share this with us to progress the recruitment process.

Teacher Posts in Catholic Schools

Certain posts are in a denominational school therefore candidates must seek Catholic Church approval when submitting their application for these posts. You should apply for RC Church approval at the same time as submitting your application form. Guidance and the relevant forms can be obtained at www.sces.uk.com/approval.html.

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.