Admin Support Assistant

ROLE PROFILE

Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Specification**

SECTION 1: POST DESCRIPTOR

1. POST DETAILS

Post Title: Admin Support Assistant	
Service Area: People & Technology	**Section: Business Support**
Reports to: Team Leader, Corporate Admin Support	**Grade: 3**
Position Number: CS0910	**Gauge Reference: A7261**

2. ROLE PURPOSE

To provide high quality admin support to a range of Council functions such as Finance, Regulatory, Compliance, HR and Payroll. Contribute towards the development and delivery of a comprehensive, customer focussed and effective range of Council wide business support.

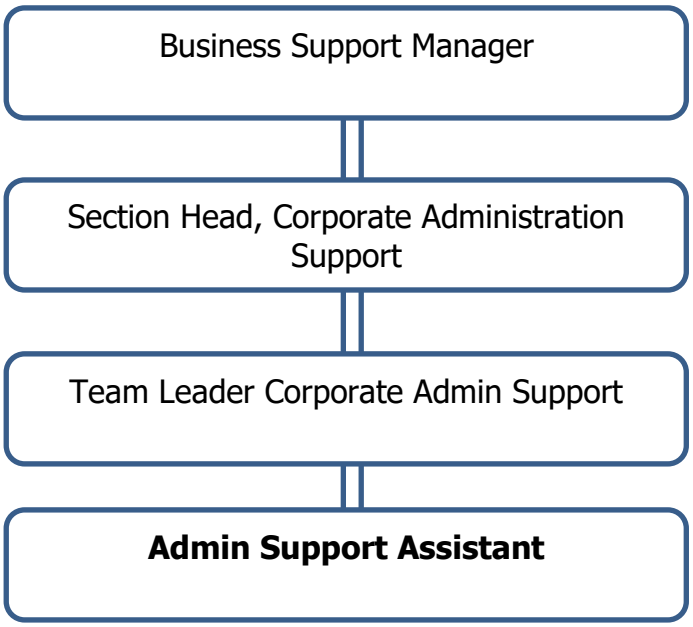
3. DIMENSIONS and SCOPE OF ROLE
(Including budgetary and staffing responsibilities)

Budget: The post holder has no direct budget responsibility. The post holder will process invoices for payment on a regular basis and support the payment (collecting and making) process including management of Petty Cash.

Staffing Direct: The post holder has no direct staffing responsibility.

Staffing Indirect: The post holder has no indirect staffing responsibility although will be required to assist in training and cross skilling other members of the team.

4. ORGANISATIONAL CHART



5. ROLE OF SECTION

The Business Support team comes under People and Technology which comprises a wide range of services covering Strategic People and Change, ICT, Corporate Administration Support, Transactional Services (HR advice, pensions and pay), Health, Safety and Risk and Organisational Resilience.

The Corporate Administration Support (CAS/ASU) section has responsibility for the management of administration support activity across the Council. It also drives the improvement and transformation agenda in relation to internal process change to deliver a modern and efficient support service. The section provides a total administration support service for the Council using a strategic service delivery model to its client services.

This section is responsible for:

- Managing the day-to-day delivery of all administration support services across the Council.
- Providing ongoing and one-off administration support to all sections of the Council on a planned and ad hoc basis.
- Developing a process and improvement strategy in relation to the provision of administration service to support effective service operations.

Although the post will form part of the People and Technology Service Reform directorate the post will support and ultimately be responsible for providing business support across various service areas across the Council.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- To use various ICT systems & databases, including, but not restricted to, CareFirst, Comino, Agresso, WeBuy, HR21, SEEMIS and some bespoke systems to deliver support to and on behalf of our client services. This includes input into the development with an aim of improving the same

- To liaise with other council departments, internal and external agencies via various means of communication (email / telephone / face to face etc)

- To provide clerical / financial / HR Payroll and compliance-based support to various teams in line with the service level agreements and timescales where appropriate. This covers but need not be limited to the following:

    - Administration of organisational absence in line with new attendance policy
    - Support client services with administration of trigger management leading to Attendance Trigger Meetings and Disciplinary Hearings and minute taking at hearings where necessary
    - Administration of internal holiday allocation
    - Administration of flexi system including applying adjustments
    - Support managers throughout recruitment process. Although most of the recruitment process is self-service via MyJobScotland, managers may require support for high volume recruitment campaigns. Support may also be provided on the interview day e.g. meet and greet candidates, documentation, etc.
    - Logging, inputting & updating of various payroll requirements
    - Administer contracts e.g. commercial waste, including processing contract documents, updating software systems and invoicing customers
    - Administer internal and external mail including Mail management accounts
    - Support with handling service specific and/or general queries from both internal & external sources
    - Support client services by undertaking and collating customer surveys
    - Support with invoice process i.e. batching and obtaining approvals from authorised signatories
    - Support FOI process by timeously distributing to agreed managers for response and issuing to requestor and updating Comino
    - Support booking of pitches, buildings and letting process
    - Arranging janitorial cover to cover sickness / holidays etc. where necessary
    - Support the payment (collecting & making) process including management of petty Cash
    - Support management of telephone & utility bills
    - Co-ordination of various forums across council services
    - Monitoring & ownership of shared mailboxes
    - Provide budget holders admin support in managing budgets
    - Support with Ordering and Stock
    - Provide support for - Vocational Programme, placing requests, Education Maintenance Allowance, School Excursions, ordering and distribution of Bus Tokens, Management of charges/vouchers in line with Early Years Support, transport process & policies across Education network, compliance with relevant legislation in provision of all related Additional Support Need (ASN) requirements, administrative & technical support within Child Psychological Services

- To assist in the preparation of meetings, compilation and circulation of agenda, preparation of papers, taking minutes of informal and formal meetings, booking rooms and ordering hospitality etc.
- Undertake all clerical tasks including word processing, filing, photocopying, and mail duties
- Process, compile, store, retrieve, and distribute various documents, data and records to meet organisational requirements using relevant systems as required
- Customer Care – demonstrate effective communication with service users and deal effectively with customer enquiries and requests
- Office IT skills – demonstrate proficiency in use of MS office to ECDL standard or equivalent
- Reprographics/Scanning – demonstrate ability to produce and capture documents and materials using printing/scanning equipment

Finance/Cash handling – maintain imprest accounts and administration of departmental/service charges and accounts

7. PROBLEM SOLVING

Predominately the post holder can react and resolve those issues that arise in line with policy and procedure.

In terms of monitoring and quality checks they will escalate this to their Team Leader in order to resolve any issues.

Where an issue arises that does not have any precedent or covered by policy and procedure this should be escalated to the Team Leader.

8. PLANNING

The post holder is responsible for management of their own workload, working to deadlines which may at times be conflicting. Objectives will be set by the Team Leader Corporate Administration Support/ASU.

Due to the diverse nature of the services we support, there will also be an involvement in planning work by the client service.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder reports to the Team Leader Corporate Administration Support/ASU who will manage the day-to-day assignment of work.

The post holder will have regular contact with the Team Leader to ensure on going communication on current issues.

Annual objectives will be agreed with the Team Leader as part of a personal development planning process. Matters in relation to training, development and overall management will be reported to the Team Leader.

Work is largely driven by the need to support client services through the provision of a responsive admin and business support tasks, with access to relevant up to date information.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

The post holder will have frequent contact with line managers and staff within the Council, while providing admin support. There is also contact with professional colleagues across Regulatory, Legal, HR and Finance. Therefore this can involve a full range of stakeholders across the organisation.

External communications and working relationships:

The post holder may at times be required to contact external organisations in receiving and providing information, advice and guidance as necessary. Contacts may include COSLA, Housing Regulator, Scottish Government, etc

11. DECISION MAKING

Within the framework of agreed objectives, the post holder is expected to make basic decisions to progress the queries and work as appropriate. Only where issues are complex will the postholder escalate this higher for resolution.

12. MOST CHALLENGING PART OF THE ROLE

There is an expectation that the post holder provides assistance on a wide and broad range of issues in relation to section. Much of the post holder's workload is driven by continually improving service delivery to meet customer demand and service requirements.

Post holder ensuring work is done accurately and within time restraints when there is a high level of activity in the section.

13. GENERAL

Disclosure/PVG membership: None

Politically Restricted Post: No

General:
The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

The post holder is likely to be based at one of multiple locations where the CAS/ASU team will have a presence. The location will be determined per operational requirements. There may be a requirement for the postholder to work flexibly across multiple sites as required by the service

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available, including any mandatory courses and timescales for these to be completed. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

No mandatory training required.

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Administration related qualification such as SVQ in Business Administration or equivalent relevant experience in a business or admin setting	ECDL
Training	
Be willing to undertake any training relevant to post	
Experience	
Good Computer Skills, Proficient in the use of Microsoft Office applications	Dealing with the public
Experience of working within a busy office environment	Experience of using in house systems: Northgate, Comino, WeBuy, Agresso, Carefirst, Flare
	Experience of handling FOI's
Knowledge and Skill	
First class interpersonal and communication skills (both written and verbal).	Knowledge of Department within Corporate Services
Effective organisation and time management skills	
Good Numeracy skills	
High level of self-motivation. Proactive, flexible, responsive and keen to embrace change.	
IT literate with the ability to ensure accurate data reporting, (including statistical enquiries) obtain and collate information as required.	
Experience of using Microsoft Word, Access, Excel and Powerpoint	
Ability to balance conflicting priorities and meet deadlines.	
Disposition	
Work with integrity	
Ability to maintain effective working relationships	
Ability to maintain confidentiality	Ability to maintain confidentiality
Excellent telephone techniques	
Calm and pleasant manner	