JOB PROFILE

Post Title: Modern Apprentice – Administration Support Worker – Community Health and Social Care – Adult Social Work

- To undertake reception duties, including answering the telephone, taking accurate messages and passing on information as appropriate, also dealing with frontline enquiries
- To produce and update a range of documents such as letters, minutes of meetings
- To deal with incoming and outgoing mail
- To undertake electronic filing, including documents of a confidential nature
- To assist with the completion of standard forms as required
- To process stationary/equipment ordering for the department
- To archive files and records as required and to destroy documents in accordance with the destruction schedule and guidelines.
- To assist with processing of expenses claims, petty cash
- To process financial transactions using the Council's financial management system e.g. purchase orders, purchase and sales invoices
- To participate in training appropriate to the duties of this post
- To maintain confidentiality at all times
- To process travel for employees and clients
- To undertake other general business administration duties as required

From time to time, the Council may require the post holder to undertake duties outside those specified.

PERSON SPECIFICATION

Post Title: Modern Apprentice - Administration Support Worker – Community Health and Social Care – Adult Social Work

This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment and selection process, we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.

Our Values

In Shetland Islands Council, **excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.

2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.

3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's values, please visit the Shetland Islands Council's website and search for 'Our Values'.

Additional post specific attributes are set out below;

	ESSENTIAL	**DESIRABLE**
Personal Features and Qualities:	Good interpersonal and communication skills Flexible approach and willing to undertake a range of tasks over all service areas Ability to work under pressure and to strict deadlines Prepared to work out with normal office hours of 9am – 5pm	
Relevant Experience:		Work experience, ideally in an office environment and/or of a customer focused service

		Experience of working/carrying out tasks without supervision
Education:	Possession of Highers or have/or working towards a SVQ Level 2 or 3 in Administration.	ECDL or other IT qualification
		Business admin qualification
Skills, Abilities and Knowledge:	Ability to/understanding of the importance of maintaining up-to-date and accurate records.	Ability to prioritise own work whilst fitting in with needs of others.
	Ability to maintain confidentiality.	Ability to work effectively whilst constantly being interrupted.
	Ability to use Microsoft office	
	Understanding of customer care	
	Ability to work as part of a team	

Allowances:
Evaluated Grade: MA
Date of Evaluation:
PVG Membership: *
Disclosure Check: *
Date of Last Amendment:
Updated for Single Status: