Role Profile

Post Title:	**Education Business Assistant (ASN)**
Grade:	**5**
Date Created:	**5th March 2020**

ROLE DEFINITION

To provide a range of administrative support within a school setting.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Produce various reports, letters and correspondence as required.
- Enter retrieve and update information held on a range of computerised and manual systems, maintaining confidentiality and sensitivity where appropriate.
- Compile information and produce basic statistics.
- Filing, photocopying and processing of mail.
- Deal directly with initial queries from colleagues and customers.
- Cash Handling in accordance with Council procedures.
- Ordering of stationery supplies and equipment in accordance with Council procedures.
- Administrative arrangements for school trips and events.
- Deal with requests for school supply staff and update the supply booking system.
- Support the welfare of children in the school.
- Assist with data input for timetabling and Scottish Qualification Authority as required.

- Use digital platforms to ensure effective home / school communication.
- Provide support to pupils by communicating in a variety of ways i.e. Sign Language, picture exchange, Braille etc.
- Providing relationship support to pupils in terms of building confidence, taking into account their additional support needs.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• Educated to National 5 level or equivalent OR equivalent experience	• Educated to HNC or SVQ Level 3 or equivalent	• Application Form • Interview
Experience	• Microsoft Office packages • Working within an office environment	• Previous experience within a school office setting •	• Application Form • References • Interview
Specialist Knowledge	•	• School systems and processes • ICT security and data protection guidelines • Training in British Sign Language and other communication tools	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills with children who have additional support needs • Work on own initiative	•	• Application Form • References • Interview

	• Organise workload and to meet deadlines • Work as part of a team		
Other	• Required to join the PVG Scheme for regulated work with children	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind