JOB PROFILE

Role:	Member and Business Support Assistant
Reporting to:	Governance and Membership Business Officer
Salary:	£29,828 - £32,531
Contract:	Permanent
Position Type:	Full Time
Hours:	36 hours per week, Monday to Friday Minimum of 30 minutes lunch break
Holidays:	27 days, plus 11 fixed days.
Based:	COSLA, Verity House, 19 Haymarket Yards, Edinburgh EH12 5BH
Benefits:	Local Government Superannuation Scheme (Lothian Pension Fund); Flexitime System; Interest Free Annual Season Ticket Loan.
Line Management Responsibility:	No

Purpose of Role

The Member and Business Support Assistant carries out a variety of business support tasks to deliver excellent administrative support to COSLA's teams and corporate operations.

Reporting to the Governance and Membership Business Officer, the post holder will take ownership of a range of administrative tasks including engaging with Elected Members, Office Bearers and staff.

Our Member and Business Support Assistant is based in our modern, busy, open plan Edinburgh office, and provides comprehensive administrative support predominantly to Edinburgh officers, but also when required to our Glasgow city centre office and remotely to our team in Brussels. The postholder will work flexibly within a small Business Support Team.

Principal Accountabilities

1. Supporting the Governance and Membership Business Officer in the provision of a secretariat function for Policy Board meetings including engaging with elected members, managing attendance, issuing agendas, collecting, collating, proof-reading and distributing reports, taking minutes, booking rooms and catering, and dealing in a timely way with enquiries associated with meetings.

2. Building a positive relationship with staff, stakeholders, Elected Members and Office Bearers.

3. Providing administrative support to policy, operational and management teams as required to meet organisational priorities.

4. Providing general administrative support to COSLA teams such as co-ordinating survey responses, filing, arranging meetings, meeting and greeting visitors.

5. Working with confidential and sensitive information.

6. Act as first point of contact for COSLA's MS Outlook Information Mailbox including coordinating responses where appropriate or referring on to the relevant COSLA officers.

7. Updating COSLA's Contacts Database.

8. Updating organisational charts.

9. Managing stationery requisition and supplies.

10. Ensuring adequate supplies and smooth running of photocopiers/scanners.

11. Dealing with enquiries by phone.

12. Covering reception duties occasionally.

13. Other business support duties as appropriate to provide an efficient and effective business support service.

General Accountabilities

1. You will be accountable for the outcomes of your work to your line manager.

2. Your written work will be of finished quality and ready for presentation to all relevant audiences.

3. You will be able to proactively manage and prioritise your workload effectively to agreed standards and expectations.

4. You will act as an ambassador for COSLA, upholding the good name and reputation of your employer and Local Government at all times.

5. You will provide excellent customer service to members, member councils, colleagues, partners, and stakeholders.

6. You are expected to:
    - Behave in a consistent, fair and inclusive manner;
    - Promote team working in an open and communicative environment

7. You will undertake any other duties consistent with your position as a key member of staff in the organisation.

8. You will abide by staff policies in the conduct of your everyday business with COSLA.

PERSON SPECIFICATION

ATTRIBUTES

Essential

- Able to organise and complete administrative tasks to agreed standards and deadlines
- Able to provide a high-quality administrative service that meets the needs of those supported
- Able to produce accurate work and check details for errors and omissions
- Able to take responsibility for agreed tasks and progress work without close supervision, seeking guidance when needed
- Able to manage multiple tasks and organise own workload to meet agreed priorities

Desirable

- Interest in the public sector, Scottish local government and business support work

PERSONAL QUALITIES

- Able to identify problems and take appropriate steps to resolve them
- Able to handle enquiries and interactions with tact and discretion
- Able to engage with others in a professional, approachable and courteous manner
- Able to contribute to team tasks and work independently, using own initiative within agreed responsibilities

QUALIFICATIONS

Essential

- Higher Grade qualifications or equivalent, or relevant workplace experience as described below
- Standard Grade qualifications in English and Maths or equivalent, or relevant workplace experience as described below

Relevant workplace experience demonstrating equivalent knowledge and skills will be considered as an alternative to either or both of the essential qualification requirements above.

Desirable

- HNC in a relevant subject, such as Administration and IT, or an equivalent qualification
- European Computer Driving Licence or an equivalent IT qualification

EXPERIENCE

Essential

- Experience of organising meetings, particularly Board or Committee meetings
- Experience of providing administrative support
- Experience of taking minutes and producing accurate written records of meetings

Desirable

- Experience of carrying out basic research using publicly available sources and internal databases

SKILLS AND ABILITIES APPLICABLE TO POST

Essential

- Able to communicate information clearly in spoken and written form to meet the needs of the audience
- Able to prioritise competing demands and meet agreed deadlines
- Able to use Microsoft Outlook, Word, Excel and PowerPoint proficiently to carry out the administrative tasks of the role