

## EAST LOTHIAN COUNCIL

### Job Outline

<b>Post Title:</b>	Senior Business Support Assistant, Council Support
<b>Service:</b>	Council Support
<b>Location:</b>	As specified
<b>Immediate Supervisor:</b>	Business Support Administrator

#### Purpose of the Job

To provide administrative, clerical, reception and information support to East Lothian Council through a range of tasks carried out within well defined regulations.

- Provide support and guidance to a team.
- Allocate and check the quality and output of clerical work within the Unit or Section to meet the required deadlines, referring as required.
- Assist with the preparation and provision of management statistics to meet described objectives.
- Prepare and present data in text, statistical and graphical format.
- Provide an effective reception/telephone service in accordance with the Council's Customer Care Policy.
- Deal with enquiries, providing information on office systems and procedures relating to the service provided. Use initiative to take appropriate action and identify contacts for referral.
- Operate and maintain processes to meet deadlines, some of which may be determined by the system.
- Organise meetings and events.
- Organise mail-shots and production of promotional materials.
- Where necessary, process financial documents or transactions, including invoices, timesheets, payroll information, etc.
- Where necessary, record and lodge all monies received and undertake banking arrangements.
- Demonstrate and/or advise clerical staff/team on the use of new procedures and systems.
- Review, manage and maintain filing systems, IT systems and databases to ensure current data is available for professional use.
- In identified posts that offer these services and for which training is required, take minutes, transcribe tapes or provide a dictation service as required.
- Requisition materials/ supplies/ stock through the Pecos system.
- Undertake such other duties appropriate to the grading of the post as directed by management.

#### Employee Responsibility

None.

## Essential Requirements for this Role

### Education

- Educated to 'Higher' level, NC or SVQ level 2 in English **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

### Disclosure Scotland

- This role requires **Basic Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

### Skills/Experience Required

- See Person Specification

EAST LOTHIAN COUNCIL  
**Person Specification**

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<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Education & Training	<p>Educated to 'Higher' level, NC or SVQ level 2 in English <b>and/or</b> able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>Basic Disclosure check is an essential requirement of this post.</p>	
Previous Experience (Paid & Voluntary Work)	Previous experience of working an office environment.	<p>Experience of working in a customer service environment.</p> <p>Experience of reception duties in public sector.</p>
Knowledge/ Skills /Competencies	<p>Effective verbal and written communication skills.</p> <p>Effective organisational and time management skills.</p> <p>Competent user of Microsoft Office Suite such as Word, Excel, Outlook etc.</p> <p>Proficient keyboard skills.</p>	
Personal Qualities	<p>Ability to prioritise own workload.</p> <p>Ability to work without close supervision, using own initiative.</p> <p>Ability to work with accuracy, paying close attention to detail</p> <p>Ability to work under pressure and meet deadlines.</p> <p>Ability to work flexibly as part of a team.</p> <p>Ability to manage effective relationships with tact and diplomacy.</p> <p>Ability to maintain confidentiality</p>	

	relating to sensitive or personal matters.	
Council Behaviours	<p>We are customer focused</p> <p>We initiate and embrace change</p> <p>We strive to be the best we can be</p> <p>We make things happen</p> <p>We work together</p>	