Job Outline

**Post**: Corporate Support Assistant (Modern Apprentice 1)

**Location:** Headquarters, Inverness

**Hours:** 35 hours per week

**Duration:** 18 Months

**Service:** Resources & Finance

**Grade:** HC01 – HC04 £ £18,018.00 - £19,892.60 /p.a

**Contact:** Name – Viccie Masson

Tel 07435984589 e-mail: Victoria.Masson@highland.gov.uk

\*This post may be home or office-based dependant on current Government guidance. We are reviewing our office accommodation to determine best use, taking into account staff preferences and their requirements. Work location will remain under review.

**Job Purpose :**

To provide a friendly and efficient information and reception service to the public and other visitors to Council Buildings, working closely with other Council Services.

**Further Information**

*This is an exciting opportunity to become part of a small team that is committed to delivering support to all departments in Highland Council Headquarters. The team are responsible for ensuring the smooth running of both the Members & Main Reception*

*The successful applicant should be a team player by nature with good communication skills and a sound understanding of health and safety. Professionalism, self-motivation and an ability to problem solve will be required in order to provide all aspects of the Corporate Receptionist Role.*

**Employee Benefits**

The Highland Council is committed to their employees and offers an excellent benefit package that can include:

* Flexible working patterns including both full-time and part-time opportunities. We want to accommodate the right candidate for the post, and we are able to assist lifestyle choices and other commitments you may have. For example: seasonal compressed hours
* Competitive salary with an incremental scale and annual pay review.
* Wide range of learning and development opportunities with an annual review to discuss career opportunities and progression.
* 27 days paid holiday plus 7 Public paid holidays (pro rata for part-time staff), rising to 32 days paid holiday (pro rata for part-time staff) after 5 years continuous service at the commencement of the next leave year.
* Pension Scheme, including employers’ contribution of 19.5%
* A genuine commitment to the health and wellbeing of our employees with access to the new Employee Assistance Programme.
* Family Friendly staff policies including Parental Leave.
* Employee discount/reward schemes from major and local retailers.
* Cycle to Work scheme.

If you are interested in working for Highland Council and being part of a team providing a first-class service, please view the job description and person specification and then apply online.

1. **Structure Chart**
2. **Job Description – Key Duties and Responsibilities**

By the end of the Modern Apprenticeship the post holder will be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

* To receive all visitors to Council and to direct them to their destination as required.
* Answer appropriate enquiries, with the assistance of other Services/staff as required.
* To issue Visitor/Security badges and maintain record of same.
* To assist in maintaining the reception areas in a presentable state.
* To receive and sign for delivery of goods and alert Services to uplift same.
* To cover Main Reception, Members Reception, Mail & Print Room
* To organise and support the Webcast and Video Conferencing of various Council Meetings including Committees and Full Council
* To assist Elected Members & Staff with their enquiries
* To provide support for other Business Support staff.

1. **Other Duties**

Duties and responsibilities will vary from time to time.

* The post holder may be required to undertake any other duties appropriate to the level of the post, these will include out of normal working hours emergency responses.

1. **Person Specification**

**Essential Attributes**

By the end of the Modern Apprenticeship the post holder will be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

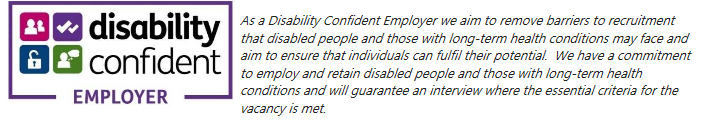
* Experience of operating in a role which includes contributing to process development and implementing improvements
* Evidence of a continuing commitment to personal development
* Skilled in MS Office packages including Word, Excel and PowerPoint
* Excellent analytical and numerical ability
* Information gathering skills and ability to manage complex information and data
* Ability to think strategically and to explain alternative perspectives
* Able to demonstrate experience of using influencing and negotiation skills to deliver business change
* Ability to use information, information systems and technology to deliver business process improvement
* Experience of working to deadlines and meeting customer demands.
* Ability to manage conflicting expectations and points of view to deliver business change.
* Ability to relate appropriately to a wide range of people including Service Directors, senior managers, staff and external customers
* Ability to plan and organise activities to meet deadlines.
* Ability to think logically and clearly whilst producing high quality work
* Ability to communicate effectively with a range of audiences on various topics.
* Good IT skills and ability to make best use of ICT (including spreadsheets).
* Commitment to providing service to the public.
* Ability to focus on achieving targets.
* Ability to contribute to a successful team.

1. **Health and Safety**

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

* Become familiar with Violent Incident and Accident reporting procedures and comply with them.
* Undertake a continual program of Risk Assessment in relation to their role within Highland Council

Have an understanding of the importance of Health and Safety in the workplace, and familiarise themselves with the Highland Council’s Health & Safety Procedures.

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| **Apprentice Progression Plan** | | | | |
| **Service:** | Resources & Finance | | **Type:** | Modern Apprenticeship |
| **Department:** | Business Support | | **Job Title:** | Corporate Receptionist – MA |
| **Location:** | Headquarters, Inverness | | | |
| **Stage 1** | | **Stage 2** | | **Destination Post** |
| Corporate Receptionist - MA1 | | Corporate Receptionist – MA2 | | Corporate Receptionist |
| Grade HC01 (SLW) | | Grade HC03 | | Grade HC04 |
| £18,018.00 | | £18,018.00 - £19,619.60 | | £19,892.60 - £22,240.40 |
| **Main Duties:**  The apprentice will be performing well in all areas of his/her role, Timekeeping, and Attendance.  **Areas of Supervision:**  The apprentice will initially be continually supervised and under the mentorship of the a  colleague / line manager  **Qualification studied:**  SVQ in Customer Services Level 3 (SCQF level 6) | | **Main Duties:**  The apprentice will assist in the day-to-day delivery of relevant tasks and activities expected of a Business Administration MA.  The apprentice will manage a small workload (Low level complexity): Work will be closely monitored, and the person supervised.  Allocation of work will be risk assessed/managed by the line manager.  **Mail Room**  Ensure mail is franked ready for mail collection  Sort received mail  Have knowledge of violent incident & accident reporting procedures and health & safety procedures and comply with them  Operating central copying and binding service  Printing as required  **Main reception**  Receive visitors and direct as required  Answer appropriate enquiries, with the assistance of other Services/staff as required  Issue visitor /security badges and maintain record of the same  Assist in maintain reception areas in a presentable state  Receive and sign for delivery of good and alert Services to uplift  **Members’ reception**  Assist in maintaining the area in a presentable state  Cover reception desk  Issue visitor badges and maintain a record of the same  The apprentice will deliver work to performance targets applying legislation as per council policy.  The apprentice will adhere to the council’s Employee Review & Development Policy and will meet the line manager once a year for an annual ERD planning meeting and a series of reviews meetings determined by the manager.  The apprentice will schedule their working week to ensure time is allocated for their portfolio / study course work.  The apprentice will be performing well in all areas of his/her role, Timekeeping, and Attendance.  **Areas of Supervision:**  All work will be reviewed by the line manager to assess for competency and compliance.  The apprentice will be permitted to work unsupervised for periods of time and be free to plan, organise and schedule their own work, commensurate to their increasing ability and competency.  Supervision and guidance for all tasks will be available from the line manager. In addition, on a periodic basis via a one-to-one meeting; the apprentice will discuss progress or training issues with the line manager.  **Qualification studied:**  SVQ in Customer Services Level 3 (SCQF level 6) | | **Main Duties:**  By the end of year 18 month the apprentice will work without supervision when working on the defined tasks.  **Mailroom**  Scanning incoming mail and distributing as appropriate  Control and order supplies for the mailroom  Create invoices and process recharges in respect of the mailroom  **Main reception**  Monitor mailboxes  Process applications for Plus One cards  **Members’ reception**  Organise and support Webcast and Video conferencing for Council Meetings  Assist elected Members with their enquiries  Cover Members’ reception  Supervision/mentoring will be available when working on types of work, which are often more complex and onerous requiring significant experience.  The apprentice will have completed their studies and been awarded an SVQ in Customer Services Level 3 (SCQF level 6)  The graduate will have gained 18 Months working experience.  The Business Administration Modern Apprentice will demonstrate competency levels, learning milestones and training logs as per the Highland Council Standards.  The Business Administration Modern Apprentice will be performing at in all areas of his/her role, Timekeeping, Time Management and Attendance.  **Areas of Supervision:**  Work will be monitored/reviewed by the line manager as per the Highland Councils Policies and Procedure. |