

## Role Profile

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<b>Post Title:</b>	<b>Senior Customer Support Administrator (IT Services)</b>
<b>Grade:</b>	<b>5</b>
<b>Date Created:</b>	<b>17<sup>th</sup> March 2022</b>

## ROLE DEFINITION

To provide administrative support in relation to data management and data cleansing in preparation for the migration of folders and files to SharePoint.

## 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

- Provide project support to the Office 365 programme
- Work with Services to review and categorise data, identifying information for deletion
- Handle confidential and sensitive information e.g. maximising attendance, occupational health reports
- Produce reports, statistics and monitor Key Performance Indicators (KPIs)
- Where required, attend meetings and take minutes e.g. training sessions, project meetings
- Undertake regular learning and development in order to keep up to date with the knowledge required to advise Services
- Provide feedback to the Project Manager on problems or trends and suggesting improvements which could be made



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### ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>SVQ Level II in a relevant discipline or equivalent OR equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>HND in a relevant subject, or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working in an administrative environment</li> <li>Microsoft Office packages, in particular Excel</li> </ul>		<ul style="list-style-type: none"> <li>Application Form</li> <li>References</li> <li>Interview</li> </ul>
<b>Specialist Knowledge</b>		<ul style="list-style-type: none"> <li>Local authority structure, processes and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>Pre/Post-Interview Check (if appropriate)</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Written and verbal communication skills</li> <li>Attention to detail</li> <li>Customer focused</li> <li>Ability to meet deadlines</li> </ul>		<ul style="list-style-type: none"> <li>Application Form</li> <li>References</li> <li>Interview</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Willing to undertake additional training</li> </ul>		<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>Pre/Post-Interview Check (if appropriate)</li> </ul>

***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
<p><b><u>Focus</u></b>  we put our customers first  we understand the bigger picture</p>	<ul style="list-style-type: none"> <li>• Provide excellent customer services</li> <li>• Meet and, where possible, exceed the expectations of internal and external customers</li> <li>• Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these</li> <li>• Know how the work we do fits into the overall performance of the Council</li> </ul>
<p><b><u>Passion</u></b>  we take pride in the jobs we do  we are ambitious for our community</p>	<ul style="list-style-type: none"> <li>• Take ownership of our own actions and performance</li> <li>• Reflect on the work we do and consider how it could be improved</li> <li>• Have a positive impact on the lives of our customers and their communities</li> <li>• Push the boundaries to help our customers and communities realise their potential</li> </ul>
<p><b><u>Inspiration</u></b>  we all look for better ways to deliver our services  we achieve the best results by working together</p>	<ul style="list-style-type: none"> <li>• Find new ways to deliver improvements, efficiencies and value for money</li> <li>• Embrace change with enthusiasm and creative ideas</li> <li>• Work together and creatively produce the best outcomes for our customers and communities</li> <li>• Plan all activities with the end goal in mind</li> </ul>

