

ABERDEEN CITY COUNCIL

JOB PROFILE

1 Job Details	
Job Title:	Support Assistant
Job Profile No:	G8CS.SA01
Directorate:	Operations
Service:	Children's Social Work
Grade:	G8
Version Date:	January 2013

2 Job Purpose
To be part of a team required to carry out a range of administrative and clerical functions needed to support the provision of an effective and efficient support service to Children's Services.

3 Reporting Relationships
<pre> graph TD TM[Team Manager] --- OM[Office Manager] TM --- SSSA[Senior Support Assistant] OM --- SSSA SSSA --- SA[Support Assistant] </pre>

4 Outcomes
<p>The post holder will be expected to:</p> <ul style="list-style-type: none"> • Undertake a range of clerical and administrative duties including: word processing, minute taking, filing and reception/telephone duties in order to support the work of Children's Services. • Update ICT information systems with information as required, to ensure an accurate record of data. • Carry out financial duties, including process petty cash, accounts and invoices in accordance with agreed financial procedures, ordering goods and services using an electronic system and banking. • Have a proactive approach to continuous professional development and participate in individual, team and service development

5 Knowledge
<p>The post holder needs to be able to demonstrate an understanding or experience of:</p> <ul style="list-style-type: none"> • Working in a busy office environment • Microsoft Office packages • General administrative procedures • Working with a minimum of supervision • Working as part of a team

6 Job specific skills and competencies

The post holder is expected to demonstrate:

- An understanding of key skills in organising and prioritising workloads, etc in order to meet strict deadlines
- An ability to use initiative in day to day duties
- Ability to use a variety of standard office IT packages including Microsoft Office, Internet and email systems

7 Organisational Behaviours

The post holder is expected to display the following behaviours:

Communication

- Relates well to others and works with them to help meet their needs
- Responds to other people's communication in a timely manner
- Responds to and acts on feedback
- Communicates information clearly and concisely
- Asks appropriate questions to check understanding
- Keeps people up to date

Customer Focus

- Understands and responds appropriately to customers' needs
- Keeps customers up to date and informed
- Treats internal customers with the same respect as external
- Deals with customers fairly and equitably
- Deals with customer enquiries in a helpful and friendly manner

Professionalism

- Meets and maintains standards consistently
- Is proactive
- Maintains confidentiality
- Keeps skills and knowledge up to date
- Manages time well
- Is flexible and willing to accept change

Respect

- Recognises the time, effort and commitment of others
- Shows respect for people at all levels
- Shows consideration for others' views, privacy, beliefs and ability
- Is courteous, polite and considerate to all
- Complies with council policies, procedures and guidelines
- Supports corporate decisions once these are made

8 Requirements of the Job

The post holder needs to hold as a minimum:

- Educated to Standard Grade level or equivalent

The post holder will be expected to:

- Be flexible to work in different locations within Aberdeen City

- Travel for reasons including training and meetings
- Adhere to the Councils Policies and Procedures and relevant legislation

9 Development

The post holder must have undertaken or be committed to undertaking the following within a specified period:

- careFirst Training workshop
- “For Your Eyes Only” eLearning course
- Protecting Children eLearning course
- Data Protection eLearning course