

Recruitment Pack



EAST RENFREWSHIRE COUNCIL

BUSINESS SUPPORT ASSISTANT (PART TIME) – ARTHURLIE FAMILY CENTRE

ERN06304

EXTERNAL

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This Recruitment Pack should contain all the information you require to complete your application.



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DEPARTMENT:	Education
JOB TITLE:	Business Support Assistant
JOB STATUS:	Part Time / 52 Weeks
DURATION:	Permanent
NUMBER OF VACANCIES:	1
GRADE:	3
HOURLY RATE:	£14.39 - £14.68
PRO RATA ANNUAL SALARY:	£13,130 - £13,394
HOURS PER WEEK:	17.5
WORK PATTERN:	Monday to Friday – Week 1 8:00 to 11:30 Week 2 14:30 to 18:00
LOCATION:	Arthurlie Family Centre

To assist with general business support activities including managing correspondence, dealing with telephone and face-to-face enquiries and preparing documents such as letters, agendas and meeting papers.

To be part of a business support team and provide efficient and effective administrative support



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To undertake some or all of the main duties, and to be proactive in identifying training and development opportunities.

This post is considered Regulated Work with Children, under the Protection of Vulnerable Groups (Scotland) Act 2007. It is an offence therefore to apply if you are barred from working with children. In addition to this, if you have lived or worked in any country outside the UK in the past 10 years, there may be a requirement for an overseas police check.

For details of our employment policies and terms and conditions, please visit our Council Careers page <https://eastrenfrewshire.gov.uk/careers>

East Renfrewshire Council has launched a new 15-year Community Planning Partnership vision called 'A Place to Grow'. Please follow this link <https://eastrenfrewshire.gov.uk/placetogrow> to watch a video and read our full plan which sets out our shared hopes and aspirations between now and 2040 so that East Renfrewshire is a place where everyone can flourish, thrive and grow.

Please note – all applicants will be asked to provide proof of their right to work in the UK, and any offer of employment will be conditional upon verifying documentary evidence before employment commences. Further information can be found here: <https://www.gov.uk/prove-right-to-work>

Please note - East Renfrewshire Council does not provide Visa sponsorship.

References – during your application form completion you must provide details of a minimum of 2 referees, 1 of which should be your most recent or current employer. It is also a requirement that the referees are your previous/current managers and are not the details of work colleagues operating at the same level as you or personal referees. Please note only work email addresses for referees will be accepted. Please contact hrdirect@eastrenfrewshire.gov.uk with any questions.

Pension Scheme

Employees with a contract of employment for 3 months or more are automatically included in our Local Government Pension Scheme which is a career average scheme. Pension contribution rates are based on a tiered system determined by your annual full time equivalent pensionable pay. Further details can be found in the attached document General Information for Applicants or via the Strathclyde Pension Fund website [Local Government Pension Scheme \(LGPS\) Guidance](#)



Recruitment Dates

Closing date for applications: midnight on Sunday 10 May 2026.

Shortleat date: Wednesday 13 May 2026

Interview date: W/C 18 May 2026

If you would like an informal discussion about the post, please contact Steven Carlton, BSM on 0141 577 2400 (No agencies please).

Recruitment Communication

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

- Email notification advising of outcome of shortlisting
- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the above correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

Payslips

The council provides electronic payslips online through our employee self-service portal. Successful applicants will be provided with a login to the self-service portal to access their payslip.

Guaranteed Interview Scheme

Disability Confident

If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.



Care Experienced Children and Young People – Looked After Children

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and they have either been in the care of their local authority i.e. been in foster care or in residential care etc. and they are under the age of 29 years old they will be given the opportunity to demonstrate their abilities at interview.

Veterans

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and can demonstrate in their work history they are a Veteran of the armed forces who has left or is leaving service then applicants will be given the opportunity to demonstrate their abilities at interview.

Trainee Roles or Modern Apprentices

For modern apprentices or traineeship roles where the applicant is an East Renfrewshire Council resident or school leaver, they will be guaranteed interview if the applicant clearly shows in their application that they meet the essential criteria for the job.



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Equalities

East Renfrewshire Council is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We offer a range of family friendly, inclusive employment policies, and employee benefits to support staff from different backgrounds.

East Renfrewshire Council has committed to implement the key recommendations of the Scottish Parliament's Equalities and Human Rights Committee's Race Equality, Employment and Skills: Making Progress report.

Application Guidance

For help on completing East Renfrewshire Council's Local Government application form, we have provided guidance on our Careers webpage under the Applying to Work for Us section which can be found here

- <https://www.eastrenfrewshire.gov.uk/careers>

Please fill out the application using your own words, based on your own experiences. We ask that candidates do not use AI tools to complete recruitment application forms. We value authenticity and are genuinely interested in reading candidates personally written applications. If it looks like your application was created using AI, we may not be able to consider it unless you've told us in advance and we've agreed this as part of a reasonable adjustment.

Privacy Notice

If you would like more information about how we handle your data please read our Privacy Notice which can be found here:

<https://www.eastrenfrewshire.gov.uk/hr-privacy-notice>



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JOB DESCRIPTION



Department: Education

Division/Section: Business Support

Job Title: Business Support Assistant

Responsible to: Office Manager

Grade: 3

Date Revised: April 2017

Principal Functions: To be part of a business support team and provide efficient and effective administrative support

To undertake some or all of the main duties, and to be proactive in identifying training and development opportunities

Main Duties: To assist with general business support activities including managing correspondence, dealing with telephone and face-to-face enquiries and preparing documents such as letters, agendas and meeting papers.

To process applications for services in accordance with a defined set of procedures and eligibility criteria.

To enter data and information into spreadsheets and ICT systems such as Seemis, Parent Pay and Parents Portal, and to compile information and run reports as appropriate.

To use document management and filing systems to ensure all information is stored effectively and kept confidential and secure.

To arrange meetings and take minutes as appropriate.

To process and collate information relating to employees and equipment, including timesheets and inventories.



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To support effective management of mail by sorting, distributing and opening post and by using agreed procedures for internal and external mail.

To update the council intranet and internet as appropriate, and to keep abreast of organisational changes in relation to the service.

To provide support for financial processes within the department, including:

- Processing purchase orders
- Ensuring goods are delivered
- Processing or generating invoices
- Making payments (e.g. petty cash and bacs)
- Updating systems and maintaining records

To coordinate stationery orders, and to make transport and travel arrangements as required.

To work as part of a team in a busy school office environment, and to be flexible in providing cover (planned and short notice) across Business Support teams and the wider department.

To support higher grade Business Support Assistants and to undertake other duties as directed by the Senior Business Support Assistant or Business Support Manager.

Additional Conditions:

Business Support Assistants may be asked to rotate and work across different areas of the Business Support team and department and will be provided with training as required.

NOTE: This job description is a broad outline only of the duties of the post and these may be revised from time to time.



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PERSON SPECIFICATION

POST OF:	Business Support Assistant	DEPARTMENT:	Education	
GRADE:	3	SERVICE:		
ATTRIBUTES		ESSENTIAL (✓)	DESIRABLE (✓)	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS				
General education with good literacy and numeracy skills.		X		Application Form
SVQ Level II or equivalent			X	
RELEVANT WORK/ OTHER EXPERIENCE				Application Form/ Interview
Experience of dealing with a variety of general enquires and providing excellent customer service.		X		
Good general knowledge of the service.		X		
Experience of working in a Business Support environment.		X		
SKILLS AND ABILITIES				
Be computer literate.		X		Application Form/Interview

Experience of working with a variety of ICT systems and packages e.g. Microsoft Office, Seemis. Ability to create and use spreadsheets, databases and management systems Fast and accurate data entry skills. Ability to take accurate minutes. Ability to multi task and organise own workload.	X X X X	X	
PERSONAL QUALITIES Excellent interpersonal skills and ability to communicate at all levels. Ability to work as part of a team. Ability to work to deadlines. Good customer care awareness.	X	X X X	Application Form/Interview
ADDITIONAL JOB REQUIREMENTS Working out-with core hours if required		X	Application Form/ Interview