JOB OUTLINE	
JOB TITLE: Senior Business Support Assistant – Council Support	**JET CODE: 1025**
DIVISION: Council Support	
SERVICE/BUSINESS UNIT: As advertised	
REPORTING TO: Business Support Administrator	
RESPONSIBLE FOR: None	

JOB PURPOSE:

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

MAIN DUTIES:

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.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

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 **Level 1 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**.

Scottish Social Services Council:

None.

PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	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. This role requires **Level 1 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**.	
Previous Experience (Paid & Voluntary Work)	Previous experience of working an office environment.	Experience of working in a customer service environment. Experience of reception duties in public sector.
Knowledge/ Skills /Competencies	Effective verbal and written communication skills. Effective organisational and time management skills. Competent user of Microsoft Office Suite such as Word, Excel, Outlook etc. Proficient keyboard skills.	
Personal Qualities	Ability to prioritise own workload. Ability to work without close supervision, using own initiative. Ability to work with accuracy, paying close attention to detail Ability to work under pressure and meet deadlines. Ability to work flexibly as part of a team.	

	Ability to manage effective relationships with tact and diplomacy. Ability to maintain confidentiality	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	