



Role Profile

SUPPORT ASSISTANT			
Reference No:	A5346		
Service:	Business & Commercial Operations		
Job Family	Admin/Clerical/Business Support	Grade:	FC4

Purpose
<p>This role is based within the Business and Commercial Operations Team to provide efficient and effective customer focused business support, delivered in a professional manner.</p> <p>This includes being the first point of contact for customers, processing their service requests and queries in relation to commercial waste and skip hire.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Providing comprehensive administrative support, such as data/word processing, preparing and distributing documentation, financial transactions, printing, scanning, copying, email handling, scheduling and coordinating bookings, service requests and customer contact duties.</p> <p>Maintaining confidentiality in all aspects of customer, staff and FRS information.</p>	<p>Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O' Grades including English or equivalent</p> <p>Educated to SCQF level 7, which includes HNC in Advanced Highers or equivalent in Business Administration</p> <p>Positive attitude to customer service</p> <p>Confidentially aware. Dealing with sensitive issues on a private and confidential basis</p> <p>Self-motivated</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Using computer-based applications to carry out a range of duties including:</p> <ul style="list-style-type: none"> • creating/updating/maintaining existing systems to enable the prompt retrieval of data, e.g., spreadsheets/reports 	<p>IT Skills, showing ability to use packages effectively</p> <p>Attention to detail</p>	<p>✓</p> <p>✓</p>	

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<ul style="list-style-type: none"> • maintaining the FRS email systems including incoming correspondence, monitoring responses received, managing bookings and service requests • word processing including creating, formatting and updating documents from written formats, e.g., reports, correspondence • assisting in coordination of service schedules, amending and rescheduling bookings to accommodate customer requirements. 		Numerical Skills Ability to collate, analyse and interpret management information Knowledge of the Purgo IT System	✓ ✓	✓
Creating, developing, implementing and maintaining efficient office systems and procedures. Dealing independently with predictable or routine problems covered by recognised policy and procedures. Assisting the Coordinator, Technical Assistant or Team Manager to manage workflow and monitor quality of work, ensuring required standards and deadlines are met and assisting with the roll out of developments as needed.		Problem solving skills Time management skills Flexible approach to work and respond positively to change Ability to cope under pressure Ability to respond appropriate to conflicting and competing demands	✓ ✓ ✓ ✓ ✓	
Supporting information and records management: such as electronic and paper filing, file management, retention, indexing, removal and archiving.		Work on own initiative and prioritise workload to achieve deadlines Organisational skills	✓ ✓	
Receiving and logging service requests, enquiries and complaints through FRS management systems and provide information to support the Freedom of Information process where required.		Awareness of FRSs policies and procedures Experience and ability to maintain accurate records Knowledge of FRS services and internal structures and corporate systems	✓ ✓	✓ ✓
Dealing with customer issues in accordance with the agreed standards and recognised policies and procedures. Provide a first class customer experience with every interaction.		Communication skills, both written and oral Relationship building skills	✓ ✓	
Providing a high standard of customer care, requiring contact with Senior Managers, Business Owners/Directors, Key Accounts, customers and external bodies by telephone call, e-mail or face to face.		Customer service/care skills	✓	

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Processing and recording of financial transactions including invoicing in line with financial policies and procedures. Taking debit/credit card payments for services by telephone.		Numeracy skills	✓	
Providing admin support to other business units, when required.		Flexible approach to working and a can do attitude	✓	
		Work well as a team member	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.				

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>