



Role Profile

SUPPORT OFFICER				Purpose			
Reference No.	I649.01	Type	Individual	<ul style="list-style-type: none"> To provide system and operational support. To provide customer focussed support with the emphasis on building excellent customer relationships. 			
Service	Education						
Job Family	Admin & Clerical	Grade	FC5				
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>Filing/Record Keeping: Maintaining and improving the holding of confidential and sensitive documents to ensure total security of information.</p> <p>Providing advice and support to internal and external customers within area of work and expertise. Advising Senior Officers, if required, on any problem issues.</p> <p>Answering enquiries in line with Service standards.</p> <p>Co-ordinating and progressing a number of Service policies and processes.</p> <p>Being the point of contact for external and internal customers in relation to specified Supporting Learners' policies i.e. Pupils Transferring into Fife who may require additional support and Children Missing in Education (CME).</p> <p>Meeting regularly with Senior Officers to forward plan and identify issues and, where appropriate, progress matters within knowledge of the situation.</p>				<p>Ability to provide an efficient and effective service (Deliver results – See 'How We Work Matters' Framework)</p> <p>Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent in a relevant discipline</p> <p>Knowledge of Fife Council and Education Service policy and guidelines</p> <p>Experience of system support and financial transactions</p> <p>Experience of working with minimum supervision</p> <p>Excellent organisational and communication skills. (Take ownership)</p> <p>Customer care skills (Focus on customers)</p>		<p>✓</p> <p>✓</p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p>✓</p> <p></p> <p>✓</p> <p></p> <p>✓</p>

E = Essential Criteria D = Desirable Criteria

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<p>Attending, and participating in appropriate meetings providing advice on appropriate related issues.</p> <p>Undertaking management of own diary, taking into consideration forward planning to meet the needs of the team.</p> <p>Undertaking projects, as part of a team, involving the investigation of systems and procedures.</p> <p>Gathering information and providing statistics/details in answer to freedom of information requests.</p> <p>Producing letters/memos, mail merges, minutes and editing/deleting/amending text as appropriate.</p> <p>Using email to communicate within/outwith the Service, intranet and internet for collection of information for work purposes and combined electronic diary within the Team.</p> <p>Overseeing, updating, interrogating and sharing information held on a number of databases and spreadsheets.</p> <p>Using a variety of software packages to create and input information.</p> <p>Developing processes, procedures, and generic staffing timelines in accordance with workforce planning.</p>	<p>Team working skills, including the ability to share knowledge (Work together)</p> <p>Positive attitude to duties</p> <p>Project working experience</p> <p>Ability to work to a high level of accuracy</p> <p>Confident user of the Microsoft Office suite. (Embrace technology and information)</p> <p>Ability to interrogate systems</p> <p>Ability to create databases</p> <p>Ability to plan work and deliver priorities within timescales</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p><u>Staffing</u></p> <p>Working closely with Senior Officers in the management and/or recruitment of staff within school establishments. Supporting effective liaison with the Transactions Team on the advertising of vacant/new posts, and ensuring completion/submission of associated paperwork.</p>	<p>Experience of Establishment control</p>		<p>✓</p>

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<p>Organising and administrating staffing exercises, ensuring timelines are met. Working closely with HQ and school establishment staff in relation to flexible working, career breaks, job share, rights to permanency, retirements, etc.</p> <p>Administrating and supporting the recruitment of supply staff.</p> <p>Ensuring the production of information for Fife Council and the Scottish Government returns are accurate, consistent and produced to appropriate timescales.</p>			
<p><u>Financial</u></p> <p>Calculating and processing the deployment of a range of financial transactions and activities including partner funding, timesheets and charges for outwith Fife fees.</p> <p>Ordering and receipt of goods within the Oracle ERP system ensuring correct budget heading is used and if appropriate, approving expenditure.</p> <p>Advising Senior Officers on all matters relating to the financial management and monitoring of Early Years funding and Supporting Learners' funding.</p> <p>Being aware of, and adhering to, the annual financial timetable for the submission of financial related information for Council/external use. If appropriate, pursuing any non-compliance which may arise.</p> <p>Providing budget monitoring information in addition to producing summarised information for submission to Senior Officers.</p> <p>Notifying Senior Officers and internal audit of any areas of concern as they arise.</p>	<p>Working knowledge of financial systems and processes within the Council.</p>		✓
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

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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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Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results