

Job Role & Overview - Business Support 1 (Clerical Assistant 1)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

Knowledge & Experience

The knowledge and experience typically needed to do the job can be acquired in a variety of ways for example through on the job training, relevant experience, or qualification generally equivalent to SVQ1 /standard grades, and working experience of generally 1 year for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow instructions or established working practices with ready access to supervisor. Judgement will be required in dealing with/solving problems.

Typical Tasks & Responsibilities (The following description is not exhaustive)

- Undertaking tasks/processes to support the work of others.
- Demonstration of duties to new employees.
- Processing of financial documents such as cheques, invoices, cash receipting
- Photocopying, filing
- Handling and processing of information such as held in personal files.
- Use of pc and basic software packages such as database preparation and spreadsheets.
- Document inspection/checking of calculations
- Communication with colleagues, managers, clients

Duties

The attached overview sets out the typical demands for a Business Support 1 post. There are a broad range of jobs at this level. In order for jobholders to be fully effective, it may mean that training and development is required. The overview does not set out specific duties for each jobholder. It sets out broad requirements which are used for grading using the Scottish Councils' Job evaluation scheme.

Jobholders will have specific duties and responsibilities, set out in job descriptions, and which will change as service needs develop and change.

Requirements

The information for each factor sets out the typical requirements of jobs in the Business Support group at this level. The language comes from the Job Evaluation Scheme.

The factor levels show the predominant level for all jobs covered by the overview.

<i>Working Environment</i>	Level 1
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The job predominantly involves working indoors. It could involve exposure to unpleasant, disagreeable or hazardous conditions for some of the working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities. This requires a moderate level of precision. For example, general data input, simple graphics, desktop publishing etc. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 2
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In the course of normal working, the jobholder is required to resolve problems or situations, applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require judgement to resolve generally similar problems i.e. the jobholder is required to interpret information or situations. Some of these problems will require the jobholder to make choices between clearly defined options. The jobholder may forward plan/schedule activities for him/herself and/or for others.

<i>Concentration</i>	Level 3
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Enhanced mental or sensory attention is required for the day to day tasks and duties of the job, e.g. checking documents are complete/correct, undertaking inspections, preparing standard reports, arithmetic calculation. Short periods of enhanced attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis, and typically deadlines create the most pressure for the jobholder day to day. These deadlines are externally imposed or outside the jobholder's control. This means imposed deadlines over which the jobholder has no control, for example, final mail collection time or preparation of reports for committee cycle.

<i>Communication Skills</i>	Level 2
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The jobholder's communications in the course of normal working can be spoken or written and the most demanding type is seeking information from, or providing information to, mainly external or internal contacts who are unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example, being required to demonstrate duties and provide advice and guidance to new employees, trainees and others.

<i>Responsibility for Services to Others</i>	Level 1
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council to individuals, groups or the public at large. This is predominantly through the provision of support services to colleagues or to mainly internal customers. For example, filing, word processing, secretarial support, vehicle or plant maintenance, internal mail, IT help desk.

<i>Responsibility for Financial Resources</i>	Level 2
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The jobholder has responsibility for financial resources, which is predominantly for processing financial documents or transactions on a daily basis.

<i>Responsibility for Physical & Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is handling, processing and/or updating (i.e. data input, transfer, collation and filing) routine files or records. This primarily involves creating and/or updating files.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc.

<i>Initiative & Independence</i>	Level 2
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The jobholder is required to exercise initiative in the course of normal working to make routine decisions. He/she normally works by following instructions or working practices. Advice and guidance is generally available as and when required.

<i>Knowledge</i>	Level 2
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The jobholder requires predominantly clerical knowledge to do the job. This knowledge can be acquired through experience which can be on or off the job. The

jobholder has to undertake a number of different tasks. Literacy and numeracy are required for interpreting or preparing documents requiring original composition and undertaking arithmetic functions. The job needs additional knowledge acquired through further education or vocational/off-the-job training, although the knowledge needed to do the job could be acquired through on-the-job training and experience. Working experience, in practice this might vary from 6 months to 2 years, is also required to become fully competent and familiar with all aspects of the job