1. **Job Purpose**
   1.1 To provide efficient, effective and consistent Professional Support services that meet the needs of the business.

2. **Duties & Responsibilities**
   2.1 To provide high quality Professional Support services to internal / external customers ensuring their needs are met within the Service’s Business Agreement including switchboard/reception provision, and undertaking a range of clerical tasks.
   2.2 To support meetings as required by the business including the provision of note-taking as requested and the production of outputs in a timely manner.
   2.3 To place orders and monitor stock as appropriate.
   2.4 To operate and maintain administrative systems within PSS (e.g. monitoring, recording and processing of information) to ensure the delivery of the Professional Support function in a consistent and responsive manner across the business.
   2.5 To administer financial processes, including handling monies and dealing with queries as appropriate.
   2.6 To ensure that confidentiality is maintained in all areas and to ensure compliance with Data Protection Act principles.
   2.7 To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues appropriately as they arise.
   2.8 To work flexibly as part of a team to ensure cover of all aspects of Professional Support and to provide continuity of service.
   2.9 To provide file / data maintenance in respect of data quality / archiving, retention and distribution of information and records as per data protection requirements.

3. **Supervision Received**
   3.1 Supervising Officer Job Title
     Professional Support Team Leader
     Professional Support Team Manager
**People's Directorate**

**Person Specification**

**Job Title:** Professional Support Assistant  
**Grade:** GR2  
**Division:** Children, Young People & Families  
**Section:** Professional Support Services

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview;  
T. = Test or Exercise; C. = Certificate; P. = Presentation.

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| **Experience**  
(Relevant work and other experience) | 1. Experience of providing clerical support including use of a wide range of office equipment and work processes.  
2. Previous telephone/reception experience in dealing with members of the public and professionals.  
3. Experience of dealing with a number of conflicting and changing priorities effectively to achieve business objectives.  
4. Experience of using IT for a range of office functions e.g. Microsoft Word / Excel / PowerPoint. | A.F/I  
A.F/I/T  
A.F/I/T  
A.F/I/T |
| **Skills & Ability**  
e.g. written communication skills, dealing with the public etc. | 1. An ability to support meetings including the provision of note-taking and recording of actions as requested by the business.  
2. Ability to communicate effectively at all levels within an organisation both orally and in writing where maintaining confidentiality is paramount.  
3. Attention to detail with an ability to work accurately e.g. literacy and numeracy.  
4. Ability to work on own initiative with a pro-active approach to all tasks to ensure business objectives are met.  
5. Knowledge of relevant legislation / policies and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety).  
6. An ability to work flexibly as part of a diverse team environment providing cover when needed to ensure continuity of service provision and the ability to multi-task to cover other roles within the team. | A.F/I  
A.F/I/T  
I/T  
I/T  
I/T  
A.F/I/T |
| **Training** | Willingness to undertake ongoing continuous professional development (CPD), and participation in supervision and team meetings. | I |
| **Education/Qualifications**  
NB: Full regard must be paid to overseas qualification | To possess or be willing to work towards a relevant customer service qualification such as ICS Communications level. | A.F/I |
| **Other** | | |