

Job Description

Corporate Services Team Assistant



Reports to: Corporate Services Manager

Location: Edinburgh

Job purpose: Providing administrative support to the Corporate Services team, the independent professional advice function and SPSO colleagues

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
ADMINISTRATION OF INDEPENDENT PROFESSIONAL ADVICE	Providing administrative support to the SPSO professional advice function.	<ul style="list-style-type: none"> • Administration and issuing of contacts for services, including collecting references, disclosure and security checks. • Acting as first point of contact for queries including adviser contracts, tenders and invoices. • Completing the Adviser calendar and availability sheet • Supporting ad-hoc projects such as adviser conferences, adviser tender processes, etc. • Ensuring uninterrupted provision of service across the function. • Administration for case files requiring advice and preparing them for couriering [TBC] • Managing the secure couriering of case files. [TBC] 	Planning and Organising Effective Communication and Managing Relationships Delivering Excellent Service
PROCUREMENT	Procuring necessary consumables in order for the organisation to run efficiently, as office Credit Card holder.	<ul style="list-style-type: none"> • Procurement and management of SPSO office stock: <ul style="list-style-type: none"> ○ ordering stationery and t-point supplies; and 	Planning and Organising Effective Communication and Managing

		<ul style="list-style-type: none"> ○ ensuring stock levels are maintained. ● Procurement of accommodation and travel arrangements for all SPSO employees as required. ● Ensuring the appropriate approvals are acquired for larger procurement. ● Ensuring procurements are delivered and invoiced correctly. 	<p>Relationships</p> <p>Delivering Excellent Service</p>
HR PROCUREMENT	Administration assistant for on-boarding new employees and processing leavers.	<ul style="list-style-type: none"> ● Posting application packs, monitoring incoming applications, responding to queries, monitoring recruitment inbox. ● Facilitating interview process on site. ● Preparing induction schedule and packs for new starts, including security pass etc. ● General administration of new start paperwork, including DSE assessments, updating organization charts, phone lists, etc. 	<p>Planning and Organising</p> <p>Effective Communication and Managing Relationships</p> <p>Delivering Excellent Service</p>
RECORDS RETENTION AND DISPOSAL	Working with the Corporate Services Officer to effectively dispose of casework records in line with the Retention and Disposal policy.	<ul style="list-style-type: none"> ● Conducting an annual case file location audit. ● Disposing of paper and electronic records and following the retention and disposal policy. 	<p>Delivering Excellent Service</p>
FACILITIES ADMINISTRATION	Working with the Building Coordinator to ensure a safe and effective working environment within SPSO office areas.	<ul style="list-style-type: none"> ● Managing SPSO reception duties for all visitors, answering video reception phone, meeting and greeting, informing relevant staff member of their visitor ● Ensuring that all SPSO staff have a suitable working environment and appropriate facilities, including the provision of IT and communications equipment, to 	<p>Planning and Organising</p> <p>Effective Communication and Managing Relationships</p> <p>Delivering Excellent</p>

		<p>carry out their roles.</p> <ul style="list-style-type: none"> • Dealing with accessibility needs of SPSO staff and visitors. • Recording and preparing all relevant information for the preparation of the annual Climate Change Report for publication. • Working with the Building Coordinator to organise catering and provide facilities support for SPSO external meetings. • Providing IT hardware support as required. 	<p>Service</p>
<p>ADMINISTRATIVE RESPONSIBILITIES</p>	<p>Providing a timely, efficient support service.</p>	<ul style="list-style-type: none"> • Managing the annual collection and recording of documents for personal car use for business. • Assisting with Corporate Services Team general office duties including filing, photocopying and scanning, answering calls, emailing, word processing, diary management, etc. In particular, providing administrative support to: <ul style="list-style-type: none"> ○ Director, in conjunction with the Corporate Services Manager. ○ Executive Casework Officers, including file retrieval and management. ○ Corporate Services Officer, including surveys and performance information. ○ Information Analyst, including IT procurement, first point of contact for ICT team champions, reporting issues to external contractors, and monitoring of the ICT inbox. 	<p>Delivering Excellent Service</p> <p>Working Together and Valuing Difference</p> <p>Being Open and Adaptable</p>

		<ul style="list-style-type: none"> • ICT Team Champion – first point of contact for any team issues, reporting to external contractors when required, and escalating to the Information Analyst if necessary. 	
TEAM WORKING	Contributing to the effectiveness and success of the office	<ul style="list-style-type: none"> • Providing assistance to SPSO colleagues when requested. • Building strong working relationships across SPSO and with external stakeholders. • Promoting equality and diversity as appropriate. 	Working Together and Valuing Difference
PEOPLE DEVELOPMENT	Managing your own performance and development and taking responsibility for supporting the development of others.	<ul style="list-style-type: none"> • Working with manager to agree and meet clear individual objectives. • Taking responsibility for developing own skills, knowledge and competencies through internal performance management process. • Providing guidance, support and coaching to colleagues. • Sharing knowledge and experience informally and through formal knowledge sharing channels. 	Developing Self and Others