

SPSO TEAM ASSISTANT JOB DESCRIPTION

Reports to: Head of Improvement Standards and Engagement (HoISE)		Base location: Edinburgh	
Job purpose: Provide team support to the Improvement Standards and Engagement Team.			
AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
SUPPORT HoISE	Providing a timely, efficient support service to the Head of Improvement Standards and Engagement	<ul style="list-style-type: none"> - Maintaining and supporting the HoISE's schedule. - Assisting with team HR: <ul style="list-style-type: none"> - recording holiday/sick leave - collating training needs and coordinating training for team - checking flexi-sheets - maintaining filing system for records - ensuring team in and out planner is up to date. - Organising meetings on behalf of HoISE and providing administrative support to meetings - Providing management information including: <ul style="list-style-type: none"> - Preparing statistics and other reports - Preparing for external events - Preparing and disseminating documents, guidance notes and staff information as required. - Managing telephone calls; taking messages and acting on them as appropriate, etc. - Organising travel and accommodation arrangements as required. - Acknowledging and monitoring responses to correspondence. 	<p>Planning and organising</p> <p>Service delivery</p>
TEAM SUPPORT	Contributing to the effectiveness and success of the team	<ul style="list-style-type: none"> - Representing the team as first point of contact, for all stakeholders. - Organising team meetings and providing administrative support to meetings. - Administrative support for events and conferences <ul style="list-style-type: none"> - Managing delegate bookings - Responding to enquiries. - Producing statistics - Organising and supporting meetings (with internal and 	<p>Working together and valuing difference.</p> <p>Effectively communicating and managing relationships.</p>

		<p>external stakeholders).</p> <ul style="list-style-type: none"> - Administrative support for Sounding Boards and Customer Forum: <ul style="list-style-type: none"> - Coordinating diaries - Sending agenda and minutes - Recruitment for new tranche of Customer Forum. - General administrative tasks associated with activities in the team, with a particular emphasis on supporting the Communications functions of the team. - Monthly checking and recording of complaint decision letters on behalf of ISE Officers. - Retrieving archived files for research. - Providing technical support for the team on Complaints management system and Microsoft Office. - Providing training and coaching on IT systems, house style and efficient ways of working. - Ensuring stationery, SPSO publications and other supplies are well stocked. - Liaising with suppliers for printing quotes and preparation of distribution lists. - Maintaining mailing lists and distributing regular publications. - Collating positive feedback from SPSO staff. - Monitoring Press clippings and maintaining Press Board. - Administrative support for website updates. 	
OFFICE SUPPORT	Contributing to the efficiency of the whole office	<ul style="list-style-type: none"> - Ensuring the team environment is tidy and meeting office policy and Health and Safety standards. - Assisting with general office duties including filing, putting away deliveries, ordering stationary and supplies, booking meetings and preparing rooms for meetings. - Building strong working relationships across SPSO. - Promoting equality and diversity as appropriate. 	<p>Effectively communicating and managing relationships</p> <p>Planning and organising</p> <p>Working together and valuing difference</p>
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 	<p>Planning and organising</p> <p>Developing self and others</p>

		<p>management process.</p> <ul style="list-style-type: none"> - Providing guidance, support and coaching to colleagues. - Sharing knowledge and experience informally and through formal knowledge sharing channels. 	
STRATEGY	Seeking to understand and contribute to organisation goals in line with the overall objective of improving complaints handling	<ul style="list-style-type: none"> - Demonstrating awareness of strategic objectives of the organisation and using knowledge to inform actions. - Taking responsibility for ad-hoc team initiatives as agreed with the Team Manager. 	Being open and adaptable