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**Job Description**

**Job Title:** Support Services Officer

**Hours and work pattern:** 35 hour per week, working 5 days out of every 7. Part of a team covering between the hours of 8.00am to 5.30pm on a rotational basis. Required to work weekends, typically 1 in 6.

**Reports to:** Support Services Team Leader

**Salary:** £18,113 - £19,840

**Holiday entitlement:** 28 days per annum plus 9 public holidays. After 5 complete years service annual leave increases to 31 days per annum.

**Base:** Glasgow Office. (Blended office based/working from home in line with COVID-19 guidance).

Purpose **of Role**

You will work as part of the Support Services Team to deliver high quality administrative support to the organisation, providing an effective and accurate service that will meet the needs and demands of the various functions within includem. The role requires you to be the first point of contact for the organisation including answering the Helpline available to the young people and families we support and directing these calls to the appropriate staff member. You will be expected to work independently and as part of a team both at home and in a busy office environment.

Main duties and responsibilities:

* Answering the includem helpline and business phone lines in a polite and professional manner and directing these calls to the appropriate person.
* Providing a front of house service that conveys our professional image to both internal and external stakeholders
* Ensuring adequate supplies such as stationery, cleaning materials and other office supplies are kept up-to-date
* Confidently using database systems to accurately input and extract data
* Maintenance and input of our internal database ensuring it is both up to date and accurate and when required to produce information in a professional format for both internal and external stakeholders
* Monitor and audit spend associated with staff expenses and check submissions in line with internal/external audit requirements
* Actively participate at a local and organisational level in improving and develop services and systems

Additional Information

There may be an occasional requirement to travel other includem offices.

Person Specification and Requirements

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| Essential Skills and Experience | Desirable Skills and Experience |
| Experience of administrative work in a busy office environment | The ability to confidently use IT systems to extract data and provide reports. |
| Relevant experience in answering telephone calls and providing a professional front of house service. | Can drive and have access to own car is preferable but not essential |
| Excellent IT Skills with proficiency in the use of Microsoft Office including Word, Excel and Outlook |  |
| The ability to react sensitively and confidentially to the client group and the ability to deal with confidential matters in a sensitive and discreet manner |  |
| The ability to organise and prioritise workload and to work on own initiative at times, but also well as part of a team. |  |
| Good self and time management skills |  |
| Evidence of strong communication and interpersonal skills to support working with internal colleagues, service users and external agencies. |  |
| An adaptable and flexible approach to hours of work and duties |  |
| Committed to self-development |  |
| Essential Qualifications | Desirable Qualifications |
| SVQ 2 in Administration, or equivalent |  |