

## Job Description

**Job Title:** Support Services Officer

**Hours and work pattern:** 35 hour per week. Part of a team covering Monday to Friday between the hours of 8.00am to 5.30pm on a rotational basis.

**Reports to:** Support Services Team Leader      **Number of direct reports:** Nil

**Financial accountability:** Low

**Base** Hybrid remote in Glasgow, G51 1PR:

### 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
- Ensure a safe working attitude and contribute to Health, Safety and Wellness initiatives as required

- Perform any ad hoc duties as requested by your manager to enhance the Support Services function and wider includem team.

### **Additional Information**

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

### **Person Specification and Requirements:**

*All includem employees must be legally entitled to work in the UK*

Essential Skills and Experience	Desirable Skills and Experience
Experience of administrative work in a busy office environment	The ability to quickly and confidently, learn and use new systems to extract data and provide reports.
Understands and demonstrates safe working practices	
Fluent in spoken and written English	
Relevant experience in answering telephone calls and providing a professional front of house service.	Can drive and have access to own car is preferable.
Strong 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 own workload, and to use initiative at times. Comfortable working as part of a team or on own.	
Strong 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	

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Essential Qualifications	Desirable Qualifications
Qualifications or skills and experience at SCQF 3 in Administration or similar	