



Job Description

Support Services Officer

Hours per week: 35 hours (Part of a team working Mon – Fri between 8.00am – 5.30pm on a rotational basis)

Contract type: Permanent

Location: Fife or Stirling

Reports to: Support Services Team Leader

Line Management Responsibility: None

Financial Accountability: Low

Job Summary

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.

Key Responsibilities

The key responsibilities of a Support Services Officer, but are not limited to:

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

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
Technical Skills, Knowledge, and Experience	<ul style="list-style-type: none"> • Experience of administrative work in a busy office environment • Understands and demonstrates safe working practices • Relevant experience in answering telephone calls and providing a professional front of house service. • 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. 	<ul style="list-style-type: none"> • The ability to quickly and confidently, learn and use new systems to extract data and provide reports. • Can drive and have access to own car is preferable. 	Application process Individual interview
Education / Qualifications	<ul style="list-style-type: none"> • Qualifications or skills and experience at SCQF 3 in Administration or similar 	<ul style="list-style-type: none"> • 	Application process
Other Requirements	<ul style="list-style-type: none"> • Fluent in spoken and written English • An adaptable and flexible approach to hours of work and duties • Committed to self-development 	<ul style="list-style-type: none"> • 	Application process Individual interview



Acknowledgement:

This job description is an overview of the duties, responsibilities, and requirements of the position. You may be required to perform other duties throughout your employment at the reasonable request of your line manager.

I acknowledge that I have read and understood the job requirements, responsibilities, and expectations outlined in the job description.

Employee Name		Employee Signature		Date	
Line Manager Name		Line Manager Signature		Date	