



Support Assistant

GRADE 2

Job Purpose

To assist with the routine provision of administrative support following clearly defined instructions under supervision.

Main Duties and Responsibilities

1. Provide administrative and/or support activities which support the smooth operation of the work area.
2. Respond to everyday enquiries in a timely and efficient manner and escalate more complex queries to others as appropriate.
3. Make straightforward arrangements and/or bookings according to detailed instruction and assist in the preparation of any materials to assist in the effective organisation of activities within the work area.
4. Communicate effectively with colleagues to provide a timely and effective service and undertake any duties which are appropriate to the team.

Knowledge, Qualifications, Skills and Experience

Essential

- Prior work experience with ability to demonstrate the competencies required to undertake the duties associated with this level of post or Minimum Scottish Credit and Qualification
- Framework Level 3 in English and Mathematics [National 3] or equivalent.
- Basic familiarity with office equipment and standard office software
- Good numeracy and literacy skills
- Ability to follow clear instructions to the required standard
- Good verbal and written communication skills
- Experience of working as part of a team
- Experience of using basic computer software