

**JOB TITLE:** Support Services Assistant

**RESPONSIBLE TO:** Service Manager

**SUPERVISORY RESPONSIBILITY:** None

### **MAIN PURPOSE OF THE JOB**

To assist in the provision of an efficient and effective administrative support service to Services and to generally assist in the smooth running of the office.

### **MAIN DUTIES**

**Reception Duties:** Answering telephone enquiries; first point of contact for people coming into office; handle basic/general enquiries from callers and visitors to the office and referring on to the service staff as appropriate; passing information on to appropriate staff.

**Security:** Signing visitors in and out of office and other related tasks. Issue ID Badges.

**Health & Safety:** Comply with health and safety guidance and legislation; assist with specific local practice.

**Finance:** In the absence of the supervisor, receive money at reception, issue receipts accordingly, issue money from petty cash as per Sacro policy and procedure, bank and withdraw petty cash as required.

**General administrative tasks:** Typing, filing (includes archiving), photocopying. Construct local H.R. files. Compile and issue recruitment packs.

Booking travel arrangements for staff.

Compiling of stationery order prior to authorisation by the supervisor. Stock control i.e. stationery, consumables, paper etc. Assist in organisation of office events and meetings.

Follow mail management systems including date stamping of incoming mail, distribution, franking and posting outgoing mail on a daily basis.

**Service Support Tasks:** Set up case files, maintain standard templates, compile information packs for services, and ensure compliance with corporate identity guidelines.

**Database:** Based on information provided ensure accurate input to databases, produce standard reports as requested.

**IT:** Run basic queries and standard reports as required.

In the absence of the administrator, reports faults etc in compliance with the IT policy and guidance.

## **EDUCATION AND EXPERIENCE**

The post holder should have a good general education and should be IT literate with knowledge and experience of Microsoft Office. They should be able to demonstrate some experience of routine clerical work.

## **OTHER**

Sacro is fully committed to the active promotion of equal opportunity in its capacity as an employer and in the provision of all its services both to those harmed by and those responsible for crime and to the community as a whole. It is the individual responsibility of every member of staff to seek to ensure the practical application of this policy.

All staff require to be committed to Sacro's aims and objectives and to the promotion of equality of opportunity.

All staff require to adhere to Sacro's Health and Safety Policy and to implement this in their working environment and practices.

Teamwork is a vital aspect of Sacro's work and post holders are also expected to take an active part in meetings, as required and, where possible, to cover for colleagues.

Some evening and weekend work may be required.

## **Outline of main terms and conditions of service**

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|--------------------|---|
| Salary:            | SCP 10 – 12 (currently Salary: £15,033 – £15,771 per annum, pro rata)   |
| Leave entitlement: | 25 days annual leave; 12 statutory days, pro rata   |
| Condition:         | A satisfactory Standard Disclosure check is a requirement for this post   |
| Hours of work:     | 21 hours per week. Office opening hours are Monday to Friday 9.00 am - 5.00 pm. Some additional evening/weekend work may be required, for which time-off in lieu may be taken.  |
| Pension:           | Sacro employees are automatically entered into the Strathclyde Pension Fund subject to satisfying eligibility criteria. This is a contributory scheme and employees may opt out of the scheme within the first month of employment. |
| Work Base:         | Glasgow   |
| Notice:            | 4 weeks on either side, in writing.   |