

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	Business Support Assistant
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Post Holder	
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Accountable To	Business and Project Support Team Leader
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Responsible For	Provision of administrative services
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Department	Business & Project Support Team
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Overall Purpose of Job

To provide an efficient and effective administrative service to support both the Colleges delivery and support teams.

Main Duties and Responsibilities

- To undertake all relevant and appropriate administrative support to meet the needs of the college delivery and support functions.
- Provide reception cover for the Scottish Borders Campus, including telephone cover for other Campuses as and when required.
- Assist in the production and security of a range of college documents both electronic and paper based
- To schedule and prepare for meetings, distribute agendas, take minutes and collate and disseminate information as appropriate.
- Process orders and invoices within the College procurement system.
- Undertake all administrative duties including Invoicing and organising client requirements for all venue hires, examinations, and bespoke delivery
- Undertake all administrative tasks in relation to MAs, FAs, CITB, external funding etc. updating and maintaining systems as necessary, ensuring full compliance of tracking and monitoring within contracted timescales
- Maintain confidentiality and security of all sensitive information
- Undertake delegated tasks, appropriate to the post including assisting with projects/project teams, and cross college groups
- Ensure that the correct documentation is in place for staff/student excursions and trips.

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Notes on Duties and Responsibilities

The duties and responsibilities on this job description are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

Quality

- Ensure that all tasks and work produced is of the highest quality and in line with college equality and diversity policy and procedures, staff code of conduct, ICT policies and College environmental strategy.
- Contribute to team operational planning and target setting activities.
- Actively contribute to the achievement of team goals and targets.
- Participate in, and support ongoing quality assessment, reviewing systems and processes

Behaviours

- To demonstrate appropriate Competency and Behaviours
- Communicate effectively and articulately on the telephone and in face-to-face meetings with people both internally and externally.:
- Adopt flexible working methods to meet the changing needs of the College
- Conduct yourself at all times in line with our college values and behaviours
- Comply with College Policies and Procedures relating to Staff and Students

The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.

Signed Date
(Staff Member)

Signed Date
(Line Manager)

PERSON SPECIFICATION

QUALIFICATIONS	Essential or Desirable
Maths, English, qualified to SCQF 7 or equivalent experience	E

KNOWLEDGE	Essential or Desirable
A knowledge of administrative systems	E
Microsoft packages	E
Filing Systems	D

EXPERIENCE	Essential or Desirable
Current experience in the operation of computerised management information systems	E
Experience in working in an administrative role	D
Experience of managing communications both internal and external via e-mail and paper based	D
Experience of statistical data management, recording and reporting	D

INTERPERSONAL SKILLS & ABILITIES	Essential or Desirable
Possession of excellent communication skills (written and oral)	E
Ability to work effectively within a team	E
Excellent communication skills – both individual and group.	E
Ability to develop positive working relationships with individuals at all levels (internal and external)	D

OTHER ABILITIES/QUALITIES	Essential or Desirable
Good time management & organisational skills.	E
Effective decision-making skills.	D
Good ICT skills.	D
Ability to work flexibly and effectively respond to changes.	D