



## **JOB DESCRIPTION**

**1. JOB TITLE SUPPORT ASSISTANT**

**2. JOB PURPOSE**

Deliver an effective and efficient administrative support service to the Authority Team in line with corporate strategies and procedures.

**3. ORGANISATIONAL POSITION**

**Immediate Line Manager:** Authority Support Manager

**Peers:** Support Assistants

**Management Responsibilities:** None

**4. DIMENSIONS**

Authority team staff, ranging from 4 to 25 people.

**5. PRINCIPAL ACCOUNTABILITIES**

- Work closely with the Reporter to ensure the effective administration of referrals and the hearings process.
- Process referrals in accordance with SCRA's procedures.
- Accurately maintain and update child case records.
- Assist the Reporter to ensure effective communications with children and families and other relevant parties.
- Accurately prepare and collate appropriate papers for all attendees at hearings in accordance with relevant legislation and timescales.
- Deal efficiently and effectively with telephone and personal callers.
- Accurately record court details and prepare court papers in accordance with relevant legislation and timescales.
- Participate constructively as a team member to ensure the delivery of an effective service.

**6. QUALIFICATIONS, TRAINING, EXPERIENCE, KNOWLEDGE AND SKILLS**

- Educated to Higher level or equivalent
- HNC in relevant discipline or equivalent experience
- Experience of providing administrative/clerical services

- Proficient administrative skills
- Competent in the use of Microsoft Office applications
- Ability to produce accurate work
- Ability to prioritise and work to deadlines
- Good communication skills, oral and written
- Good interpersonal skills
- Flexible, adaptable and able to work under pressure
- Ability to work on own initiative
- Ability to work as part of a team

## **7. COMMUNICATIONS**

**Internal:** Regional and Authority Team Staff.

**External:** Children and families, panel members, staff in other agencies.

## **8. PRINCIPAL CHALLENGE**

To accurately produce work to tight timescales and adapt to changing priorities.