



JOB DESCRIPTION

1. JOB TITLE SUPPORT ASSISTANT (RECEPTION)

2. JOB PURPOSE

To provide a comprehensive reception and clerical service to the Locality Team, including ensuring high standards of customer service and support in relation to the processing of referrals and copying of papers.

3. ORGANISATIONAL POSITION

Immediate Line Manager: Locality Support Manager

Peers: Support Administrators

Management Responsibilities: None

4. DIMENSIONS

Offices covered: Up to 2 offices and up to 6 outlying hearing centres

Cash handling: Potentially petty cash of up to £1,500

5. PRINCIPAL ACCOUNTABILITIES

- Provide a comprehensive Reception service to all visitors attending at SCRA ensuring a high standard of customer care and where required, undertake customer care sampling exercises to maintain and improve services to children, young people, families and partners
- Ensure that all hearing rooms are maintained and ready for hearings and other meetings, including the availability of laptops for panel members where appropriate, maintaining appropriate records of attendance at hearings and co-ordinating any other tasks as required by the Locality Team in providing a front line reception service
- In liaison with the Reporter, ensure appropriate security arrangements are made in relation to hearings and respond to issues arising in line with local procedures
- Administer payment of expenses to attendees at hearings and accurately record and maintain appropriate records in line with SCRA's financial procedures

- Provide a general clerical service to the Locality Support Manager and Support Administrators including importing, indexing, scanning and distributing all incoming mail and documents, processing of external mail, photocopying and electronic filing to support the administration of referrals and the hearings process, in line with practice guidance
- Where required, assist Locality teams by accurately maintaining and updating electronic list and records e.g. GIRFEC, EEI for multi-agency meetings
- Deal efficiently and effectively with telephone calls to SCRA at all times complying with SCRA's guidance on customer care
- Assist in ensuring the completion of accident/incident reports in relation to hearings.

6. QUALIFICATIONS, TRAINING, EXPERIENCE, KNOWLEDGE AND SKILLS

- Good general standard of education
- Ability to deal with people in stressful situations with sensitivity to the needs of children and young people
- Good clerical/admin skills
- Competent in the use of Microsoft Office applications
- Good communication skills
- Good interpersonal skills
- Numerate
- Ability to work as part of a team
- Flexible and adaptable
- Ability to service outlying hearing centres as required

7. COMMUNICATIONS

Internal: Area and Locality Team Staff

External: Children and families, panel members, staff in other agencies, visitors to the office.

8. PRINCIPAL CHALLENGE

To provide a comprehensive, customer focused reception service in the context of potentially volatile situations, balanced with a general clerical service to the Locality.