



Role Profile

Post Title:	Administrative Assistant
Grade:	GS2 (£17,244.10 to £18,067.78) Pro Rata
Location:	Active Lifestyles Team, Auchenhavrie Leisure Centre
Contract:	7 Hours per week (additional hours may be available)

Role Definition

To provide administrative and clerical support to the Active Lifestyles Team

Key Tasks and Responsibilities

Corporate Responsibilities

1. Ensure the provision of a customer focussed environment ensuring consistent, high quality delivery to our customers.
2. Promote the Health and Safety of team members, customers and others through the implementation of the Company Health and Safety Policy and arrangements in accordance with all relevant statutory requirements, and by performing a lead role in the creation and maintenance of a positive Health and Safety Culture.
3. Providing visible leadership to all team members, ensuring that they are motivated and operate at high levels of performance and efficiency.
4. Create by example an environment in which all team members work as a team to achieve their own and the Company's objectives
5. Ensure positive promotion of Company facilities, activities delivered, and Company initiatives.
6. Contribute to the ongoing development of procedures and practices associated with the role including updating relevant policies, guidance and associated documentation following changes to standards, regulations and/or legislation.
7. Maintain the confidentiality of Company and customer information conforming to the requirements of the Data Protection Act.
8. Adopt a flexible attitude to your role at all times undertaking activities that assist the Company in maintaining a competitive advantage.
9. Undertake any other reasonably required duties as instructed by management or someone acting on their behalf, in addition to the role specific tasks and responsibilities detailed below.

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Role Specific Tasks and Responsibilities

1. To provide administrative support to the Active Lifestyles Team and other departments across the company as required
2. Respond to all customers individually recognising personal preferences and circumstances.
3. Dealing with telephone and face to
4. face customers enquiries for all projects within the Active Lifestyles Team.
5. Provision of clerical support to the Active North Ayrshire, Exercise on Referral Programme, including updating and maintaining the Active North Ayrshire database, producing database reports as required ensuring compliance with confidentiality and access.
6. Telephone and face to face contact with clients to book consultation appointments and update data information where required.
7. Monitor and log referrals from health partners, consultation and follow-up meetings with participants and ensure completeness of records.
8. Provide administrative function for the Active North Ayrshire Partnership Forum and other partnership forums as and when required.
9. Processing invoices and orders within the Company's electronic ordering system.
10. Maintain communication network with Physical Activity Consultants.
11. Minute taking at meetings as required.



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Essential/Desirable Criteria

	Essential	Desirable	Evidence
Education and Qualifications	Qualification in Microsoft office	5 standard grades or equivalent	Application form and interview
Experience	Proficient in use of IT. Ability to prioritise workload to ensure tasks are completed accurately. Excellent verbal, numerical and written communication skills. Ability to work as part of a team. Customer service experience.		Application form and interview
Specialist Knowledge	Awareness of Company products and services.	Experience of working within a medical setting	Application form and interview
Skills and Abilities	Ability to work flexibly to meet the needs of the business.		Application form and interview
Key Behaviours	Professional and customer focussed approach. Enthusiastic, motivated and empathetic nature. Confident and presents a professional image. Flexible, creative and innovative.		Application form and interview
Other	Committed to continuous improvement Ability to recognise and maintain confidentiality		Application form and interview

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Competencies

Value	Competency	Level of Behaviour Required
Managing Self	Planning, Organising & Decision Making	2
	Self Development	2
	Change	1
Achieving Performance	Customer Focus	3
	Continuous Improvement	1
	Delivering Results	1
Working with Others	Communication	3
	Effective Working Relationships	3
	People Management	N/A