

Person Specification

Position Title	Clerical Assistant (Achievement Awards)
Division / Section	Edinburgh Outdoor Learning, Sports and Outdoor Learning Unit
Service Area	Communities and Families
Responsible To	Outdoor Learning Development Officer (Achievement Awards)

Person Specification

Qualifications, training & professional membership	• Experience of using IT and software systems such as Microsoft Word, Excel, Access and internet	Essential
	• SVQ level 3 in a relevant subject or equivalent; and/or knowledge and skills in a range of business administration tasks equivalent to SVQ3	Essential
	• Office skills or clerical qualification	Desirable
	• Knowledge of The Duke of Edinburgh Award, Junior Award Scheme for Schools and John Muir Award.	Desirable

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

KNOWLEDGE AND EXPERIENCE

• Experience of providing administrative support	Essential
• Knowledge and experience of business administration systems and processes	Essential
• Ability to work positively as part of a team, contributing to service improvements and delivery	Essential
• Ability to communicate information clearly through written and verbal methods.	Essential
• Ability to handle a variety of administrative tasks working to deadlines	Essential
• Ability to handle multiple financial transactions across different sales platforms (cash, online,	Desirable

phone) in line with council procedures

- Knowledge of order and receipting goods through a procurement system. Desirable

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

Customer focused	• Is respectful and courteous to customers/clients • Understands and resolves customer/clients needs • Takes opportunities to improve customer/client services • Is aware of service levels expected and strives to meet them • Seeks and acts on feedback from customers/clients • Supports others when dealing with customers/clients.
Works Effectively with others	• Treats others in a fair and equal manner • Considers and respects other peoples ideas/opinions • Co-operates with others in the workplace • Adapts own views and ideas for the good of the team • Goes out of their way to help others.
Managing change	• Is willing to try new or different ways of working • Displays a flexible attitude to duties and responsibilities • Reprioritises own work when deadlines are changed • Helps others to adapt to change.
Taking Ownership and Responsibility	• Manages own time effectively and works productively • Responds positively to feedback and takes appropriate action • Ensures own knowledge and skills are sufficient for the job • Considers how own behaviour affects others and changes accordingly • Recognises and acts when something needs to be done
Communicating Effectively	• Listens carefully and asks questions if understanding is unclear • Uses simple and clear language • Seeks advice when necessary • Provides clear and accurate information • Uses appropriate body language and eye contact.

**Planning and
Decision Making**

- Works in a planned and organised way
- Follows instructions and procedures
- Understands what decisions can be taken within own duties and makes them when required
- Takes account of available resources when planning own work activities.