

**Administrative Assistant**

**GRADE 3**

**Job Purpose**

To provide a range of administrative and support services to team or business unit.

**Main Duties and Responsibilities**

1. Act as first point of contact for [*students/visitors/external/internal enquiries*] to the [*team or business unit, school etc.*].
2. To co-ordinate and support a range of administrative tasks and processes across the [*team, business unit, school etc.*]; and respond to routine enquires (e.g., via email, telephone) as appropriate and triaging others for response from an appropriate colleague.
3. To provide support to groups and committees including notetaking, minuting, and subsequent preparation of minutes as appropriate.
4. To organise diaries and arrange meetings, events and similar activities as reasonably required.
5. To prepare and organise meeting documentation including agenda’s, agenda setting, minute circulation, progressing actions and any associated paper.
6. Follow up on requisition actions, escalating issues and reporting accordingly to ensure timely completion of tasks.
7. Provide support to team members to produce content, develop communications and gather information.
8. Provide support on producing standard monthly reports to ensure accuracy of data systems (e.g., MyCampus/Moodle/bespoke databases).
9. Undertake any other reasonable duties as required by the team.
10. Engage in reasonable professional development activities as appropriate.

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role.

Scottish Credit and Qualification Framework level 5 or 6 [National 5 or 6, Scottish Vocational Qualification level 2 or 3] or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills, and Experience**

* Proficient in using Microsoft Packages (e.g., excel, word, outlook).
* Ability to undertake assigned tasks in a timely manner and to an acceptable standard.
* Initiative and judgement to plan or schedule workdays and weeks ahead; to respond to changing requirements and resolve problems independently.
* Ability to communicate clearly, clarifying requirements, responding to colleagues and customers.
* Experience of working in a busy office environment or similar role.