


**JOB TITLE: CORPORATE SUPPORT OFFICER**

Attributes	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of providing administrative support at senior level.</li> <li>▪ Experience of staff supervision systems, policies and procedures.</li> <li>▪ Experience of people management.</li> <li>▪ Experience of servicing senior management meetings, including scheduling and note-taking.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of contract management</li> </ul>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>▪ You will be educated to <a href="#">SCQF Level 8</a> (e.g. HND, diploma of higher education) or have relevant skills and experience in administration, management or business studies.</li> </ul>	
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication and negotiation skills.</li> <li>▪ Good working knowledge of IT packages including spreadsheets, Microsoft Applications and database input.</li> <li>▪ Experience of developing processes and procedures.</li> <li>▪ Ability to manage conflicting priorities and work to tight deadlines/plan and prioritise workloads.</li> <li>▪ Ability to supervise staff and provide training and development opportunities to maximise resources.</li> <li>▪ Ability to delegate work appropriately within the support team.</li> <li>▪ Ability to translate plans into action.</li> </ul>	

**KEY PERFORMANCE OUTCOMES:**

<b>Key Performance Outcomes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>▪ Ability to prepare reports and other written communication to a high standard.</li> <li>▪ Ability to express ideas clearly and concisely and to adapt communication to suit different audiences.</li> <li>▪ Ability to form constructive working relationships with people at all levels in the organisation.</li> <li>▪ Regularly communicate with and ensure accessibility to the team.</li> <li>▪ Ability to communicate decisions to team members.</li> </ul>	Ability to motivate and encourage team to express own ideas
<b>Objective Decision Making</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates analytical and systematic approach to problem solving.</li> <li>▪ Encourages and supports the team to be involved in decision-making, where appropriate.</li> <li>▪ Considers organisational values in relation to the impact of their decisions.</li> <li>▪ Considers the wider context in which the organisation operates.</li> </ul>	Ability to express and present complex information.
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>▪ Regularly reviews workloads, goals and targets with team and prioritises where necessary.</li> <li>▪ Uses 1-1 supervision to support team members to plan workloads.</li> <li>▪ Delegates effectively to others and optimises resources to achieve desired results.</li> <li>▪ Allocates people and resources effectively by taking account of individual strengths and development needs.</li> <li>▪ Ability to react to changing priorities and to prioritise conflicting demands.</li> <li>▪ Ability to forward plan and prevent any operational difficulties.</li> </ul>	
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>▪ Encourages a flexible, positive approach to work in their team.</li> <li>▪ Applies rules and procedures sensibly and understands where flexibility is required.</li> <li>▪ Ability to apply skills flexibly within teams as required.</li> </ul>	
<b>Improvement Focus</b>	<ul style="list-style-type: none"> <li>▪ Contributes to the development of operational processes and systems.</li> <li>▪ Ability to identify gaps in performance and make appropriate suggestions for improvement.</li> </ul>	Demonstrates understanding of the principles of public accountability.

	<ul style="list-style-type: none"> <li>▪ Ability to use knowledge and experience to gather and consolidate information to make appropriate improvements.</li> <li>▪ Demonstrates initiative, drive and determination to complete tasks and achieve objectives.</li> <li>▪ Improves the development and quality of services.</li> </ul>	
<b>Teamworking</b>	<ul style="list-style-type: none"> <li>▪ Contributes to the shared vision and purpose and shares this effectively.</li> <li>▪ Encourages the team to work co-operatively with each other.</li> <li>▪ Involves the team in decision and actions.</li> </ul>	

**Please note – these are key performance outcomes to be used to recruit into the role. Successful applicants will be assessed against all the performance indicators used in the appraisal system once established in the role.**