



SOUTH LANARKSHIRE
Leisure & Culture

Administration Assistant - Outdoor Job Profile

Service: Outdoor and Country Parks	Grade Scale: Grade 2 Level 3
Reports to: Recreation Officer	

Purpose of Job
To manage all areas of administration within the service.

Key tasks and responsibilities
<ul style="list-style-type: none"> • Develop and maintain document control systems within the section.
<ul style="list-style-type: none"> • Establish and develop systems to ensure that high facility standards in respect of customer care, cleaning, presentation and maintenance of office and reception equipment are consistently achieved in line with health and safety policy.
<ul style="list-style-type: none"> • Manage and develop all management information systems for Outdoor Recreation, Golf Courses, James Hamilton Heritage Park and Country Parks.
<ul style="list-style-type: none"> • Manage the Outdoor Recreation and Country Parks procurement and commitment accounting systems.
<ul style="list-style-type: none"> • Develop, manage and monitor systems in relation to the collation of performance management information, providing periodic reports for managers and the Business Development Section.
<ul style="list-style-type: none"> • Represent section on corporate working groups and liaise with external agencies.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training		<ul style="list-style-type: none"> • Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent in a relevant discipline
Skills, knowledge, experience	<ul style="list-style-type: none"> • Administrative and organisational skills • Knowledge and understanding of IT and Microsoft packages. 	<ul style="list-style-type: none"> • Previous experience operating a customer relation management system. • Previous experience supporting a team.

	<ul style="list-style-type: none"> • Previous experience in a customer service based industry 	
Personal Qualities	<ul style="list-style-type: none"> • Customer focused. • Communication skills, both verbal and written • Driven team member who actively supports and motivates colleagues • To work in a flexible and adaptable manner. 	
Other		

Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.
<ul style="list-style-type: none"> • Asylum and Immigration right to work in the UK
<ul style="list-style-type: none"> • Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.
<ul style="list-style-type: none"> • Candidate Disclosure Check, where applicable

Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:
Own It – what can you do
<ul style="list-style-type: none"> • Are motivated to deliver the best possible services possible. • Aim to get things right first time and commit to continuous improvement. • Demonstrate fairness, inclusivity, valuing diversity and equality. • Ensure compliance with external/internal regulations and that you and others are responsible and accountable. • Take ownership of decisions and consider the wider implications for you, the team, and the organisation. • See a job through to completion. • Be accountable for outcomes good or bad.
Be a great team - what can you do
<ul style="list-style-type: none"> • Work together with colleagues and customers and take time to build effective working relationships. • Celebrate team success and create a positive team spirit.

- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be Positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.