

Job Description

Job Title : Corporate Services Assistant



Job Title: Corporate Services Assistant **Grade:** G1.2
Reports To: Corporate Services Manager

Overall Job Purpose

Working as part of Corporate Services team, the post holder will be responsible for supporting the smooth running of the Glasgow office through provision of efficient and effective delivery of reception, administration and areas of ICT and facilities work.

Reception Duties

- Ensure all incoming calls are handled professionally and forwarded to the appropriate person or their voicemail
- Provide a professional and welcoming service to clients and business visitors
- Process incoming and outgoing mail in line with departmental procedures
- Book interpreters and taxis on account, ensuring that the appropriate paperwork has been completed
- Ensure that all reception duties are carried out in line with office procedures.

Facilities Duties

- Maintain Net2 access control system and monitor office security passes and ID badges
- Complete facilities checks and escalate identified requirements
- Carry out minor works including replacing light bulbs, clock batteries, assembling office furniture/equipment, repair fixtures and fittings
- Liaise with service providers for planned and reactive maintenance repairs

Administration Duties

- Provide an effective and efficient administrative support service to the team under the direction of the Corporate Services Manager
- Set up and co-ordinate distribution of ICT equipment, ensuring that the ICT Register is kept up-to-date and the appropriate forms have been completed
- Produce monthly statistic reports for mobile and landline calls
- Produce documentation using Microsoft Office – Word, Excel, PowerPoint as required
- Review and update Corporate Services procedures relating to role
- Maintain general office supplies – stationery, toners, tea/coffee etc.

Other Duties

- Develop skills and undertake responsibilities which will fulfil the purpose of the role and support the success of the organisation
- Participate in and contribute to team/organisational meetings and events
- Undertake any other appropriate duties as requested
- Provide appropriate support to volunteers as required

Person Specification
Job Title : Corporate Services Assistant



| Quality | Essential | Desirable |
|---------------------------|--|--|
| Education and Training | <ul style="list-style-type: none"> • Educated to Standard Grade or above including English or equivalent demonstrable experience | |
| Job Experience and skills | <ul style="list-style-type: none"> • Experience of providing a reception service • Excellent customer service skills • Ability to remain calm in pressure situations • Ability to multi-task • Knowledge of general administration procedures • Strong organisational and planning skills • Excellent written and verbal communication skills • Good numeracy skills • High level of accuracy and attention to detail • Good working knowledge of Microsoft Office packages including Word, Excel and Outlook to an intermediate level | <ul style="list-style-type: none"> • Experience of working with people whose first language is not English |
| Personal Qualities | <ul style="list-style-type: none"> • Work well as a member of a team • Able to maintain professional boundaries • Demonstrable empathy with marginalised groups • Demonstrate sound understanding and commitment to equal opportunities • Smart and presentable image • Able to work flexibly and outwith normal hours on an occasional basis as required | <ul style="list-style-type: none"> • Understanding of the voluntary sector • Awareness of cultural differences |