

JOB DESCRIPTION

Assessment and Guidance Team Assistant

Reports to:	Assessment and Guidance Team Manager		
Location:	Edinburgh		
Job purpose:	Working as part of the Assessment and Guidance Team to provide a high quality frontline customer service to raise and measure awareness of the SPSO among its stakeholders.		
AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
SERVICE PROVISION	Pro-actively handling incoming enquiries and providing relevant, up to date information and advice on the SPSO to all stakeholders	<ul style="list-style-type: none"> • Answering the advice telephone line: <ul style="list-style-type: none"> ○ provide clear information on the role of the SPSO. ○ demonstrate good listening and call handling skills – appropriately applying empathy and managing complainants expectations. Dealing with inappropriate behaviour in accordance with the Engagement Policy. ○ provide guidance on when and how to submit a complaint. • Signpost callers to external agencies where matters are not within the remit of SPSO. • Meeting with complainant visitors to the office to take a note of discussions with colleagues. • Administering the set-up of new complaints in line with agreed procedures to a 100% accuracy level. • Scanning, photocopying and collating paper work. • Processing internal and external mail. • Logging statistics. • Providing general administrative support to the Advice Team. 	<p>Service delivery</p> <p>Effectively communicating and managing relationships</p> <p>Planning and organising</p>
TEAM WORKING	Contributing to the effectiveness and success of the Advice Team	<ul style="list-style-type: none"> • Assisting the Advice Team Manager to meet strategic objectives. • Covering for other team members as appropriate. • Building strong working relationships across SPSO and with external stakeholders. 	Working together and valuing difference

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		<ul style="list-style-type: none"> • Promoting equality and diversity as appropriate. 	
PEOPLE DEVELOPMENT	Managing your own performance and development and taking responsibility for supporting the development of others;	<ul style="list-style-type: none"> • Working with the Advice Team Manager to agree and meet clear individual objectives. • Taking responsibility for developing own skills, knowledge and competencies through internal performance management processes. • Providing guidance and support to colleagues. • Sharing knowledge and experience informally and through formal knowledge sharing channels. 	Developing self and others
STRATEGY	Seeking to understand and contribute to organisational goals in line with the overall objective of improving complaints handling;	<ul style="list-style-type: none"> • Demonstrating awareness of strategic objectives of the organisation and uses knowledge to inform actions. 	Being open and adaptable