

## SCOTLAND EXCEL

### JOB OUTLINE

<b>FUNCTION:</b>	Customer and Business Services	<b>SECTION:</b>	Office Services Team
<b>POST TITLE:</b>	Corporate Services Assistant	<b>POST ID:</b>	TBA
<b>GRADE:</b>	Grade 04	<b>LOCATION:</b>	Renfrewshire House, Paisley
<b>REPORTING TO:</b>	Office Manager		

#### ORGANISATION OVERVIEW:

Scotland Excel is an award-winning Centre of Procurement Expertise providing a wide range of procurement, commissioning, consultancy, and learning and development services for our members.

Since 2008, we have helped to establish procurement as an effective driver for local and national economic growth and wellbeing. Our £2bn portfolio of collaborative contracts supports the delivery of savings, social value, community benefits, fair work practices and environmental policy, and covers a wide range of public services including construction, roads, transport, environment, corporate and education.

Scotland Excel also develops and manages arrangements which support the commissioning of care services for children and adults. Our national care contracts are developed in partnership with care professionals, including care providers, to support person-centred outcomes embedded within national policy.

We also provide procurement and consultancy services to help our members get the most from their procurement resources, ranging from ad-hoc tendering support through to transformation programmes and strategic procurement partnerships.

The Scotland Excel Academy offers applied learning programmes leading to accredited qualifications in procurement, leadership and management, coaching and mentoring, project management and business analysis, as well as short courses and workshops.

Scotland Excel is a non-profit organisation working with members from across the public sector including local authorities, health and social care partnerships, housing associations, and other public and third sector organisations.

#### PRINCIPAL ROLE:

- Work as a member of the Corporate Services Team to Lead, Support and Provide a range of Administrative and Support Services under the guidance of the Office Manager
- Maintain effective relationships with colleagues across the Corporate Services Team to gather their requirements for support and ensure services are delivered to a high standard and on time
- Support the Office Manager to provide Confidential Administrative Services and Support as required to Scotland Excel's Executive Management Team
- Act as a first point of contact for general customer and elected member enquiries, ensuring that these are handled swiftly and effectively in line with Scotland Excel's customer care focus
- Lead the Development and Administration of Scotland Excel's Electronic Catalogues (e-cats) and Corporate mailboxes

**Key tasks for which the post-holder will be responsible:**

1. Lead and Support a range of Business Support and Administration services to internal and external stakeholders
2. Responsible for undertaking confidential, business administration practices for all Corporate Services functions and the Executive Management Team.
3. Act as a first point of contact for general customer enquiries, ensuring that these are handled swiftly and effectively in line with Scotland Excel's customer care focus
4. Support Diary Management of the Executive Team of Scotland Excel
5. Liaise with Elected Members as required
6. Lead in the Development, Administration and Monitoring of Corporate mailboxes
7. Responsible for the co-ordination and planning of business meetings and events for Scotland Excel including administration of meeting room booking systems
8. Extract, manipulate and analyse required information sets, maintaining records, data processing files, compiling management information reports as required
9. Lead the development, and day to day administration of Scotland Excel's Electronic Catalogues (e-cats)
10. Responsible for the administration of, and access control to, the Members Area of the Scotland Excel website.
11. Support administration of the Scotland Excel website as appropriate
12. Provide officer and elected member support in relation to the operation of MS Teams
13. Support the processing of purchase orders and invoices, manage Scotland Excel's Petty Cash facility and administer a PCard as required
14. Support the Office Manager in delivery of facilities management and general office administration tasks.
15. Ensure all Stationery requirements of Scotland Excel are maintained
16. Support Event and Travel planning activities as required
17. Responsible for the delivery of assigned support and administrative tasks in accordance with agreed deadlines and targets and in line with quality requirements.
18. Maintaining a close working relationship with the Office Manager and wider Corporate Services Team colleagues to ensure that all administrative and support services required from the team are being delivered effectively
19. Developing effective working relationships with colleagues, customers and partners and ensure that support services delivered are aligned with Scotland Excel's strategic objectives and values.
20. Upholding Scotland Excel's commitment to delivering excellent customer service and ensure that all support activities maintain the organisation's reputation as a Centre of Procurement Expertise
21. Supporting Scotland Excel's commitment to and compliance with Health and Safety policies and procedures
22. Upholding and working in line with Scotland Excel's Values across all activities and tasks

This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.