

Role Information

Business Support Officer



Role Details

Job title	Business Support Officer
Unit	Delivery
Contract type	Permanent
Grade	2
Salary range	£27,930 to £30,435
Responsible to	Lead Customer and Business Support Officer
Responsible for	Not applicable

Role Purpose

The **Business Support Officer** provides effective high quality, efficient and effective administrative support to enable GTC Scotland to deliver effective and efficient service aligned with our policy and procedures.

Role Outline

Responsibilities of All GTC Scotland Employees

- ❖ Commit to GTC Scotland's values and principles
- ❖ Understand that our communities improve through the provision of strong and effective education, and you have a role in helping that happen
- ❖ Take ownership and responsibility through your work
- ❖ Be self-aware, understanding your own strengths and areas for development
- ❖ Be a restless learner, seeking opportunities for your own growth
- ❖ Deliver work effectively to ensure impact
- ❖ Work collaboratively to share and develop expertise
- ❖ Ask for help when you need it
- ❖ Be flexible and adaptive to meet our needs and those of our registrants
- ❖ Actively find and develop solutions to issues

Role Specific Responsibilities

- ❖ Carry out allocated administrative tasks and provide administrative support for all GTC Scotland's functional areas.
- ❖ Schedule panels and hearings, internal and external meetings and assist the Leadership Support Officer with GTC Scotland events.
- ❖ Format and compile papers, documentation and templates as directed.
- ❖ Provide cover for reception as coordinated by the People Wellbeing and Workspace Officer, to receive external visitors, provide catering and support meeting arrangements as required.
- ❖ Prepare and issue correspondence as required.

- ❖ Assist with finance operations activity and tasks such as, but not limited to, processing purchase orders, invoices and expense claims, preparing payments- as well as posting income/expenditure and carrying out banking/fee income reconciliation activity.
- ❖ Participate in cover arrangements across the Customer and Business Support team as required.
- ❖ Perform other duties that may be reasonably required within the scope of your role as assigned to you.

Person Specification

	Criteria
Qualifications and Training	Essential
	Qualifications at Higher level (SCQF level 6), or equivalent attested vocational or work-based training
	SCQF level 6 English or equivalent
	A relevant secretarial/business administration qualification
	Evidence of ongoing professional learning
	Desirable
	Qualifications at SCQF level 7 or above
Knowledge, Skills and Experience	Essential
	Experience in effective interactions with colleagues, customers and/or service users
	Evidence of effective organisational skills
	Good quality written skills
	Excellent digital literacy including competency with Microsoft 365 applications (including Outlook, Teams, Word, Excel, PowerPoint, SharePoint, Dynamics)
	Experience of working in a secretarial, administrative or similar role
	Desirable
	A good understanding of the work of GTC Scotland
Personal Qualities	Essential
	Effective and demonstrable communication including ambassadorial skills in the representing of GTC Scotland's interests
	Excellent organiser with attention to detail
	A commitment to excellence in self and ongoing learning
	The ability to maintain absolute confidentiality and discretion
	A commitment to team working
	Desirable
	Not applicable
Special Conditions	Essential
	Not applicable
	Desirable
	Not applicable