

**Job Title: Transactions Assistant**

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| **Attributes** | **Essential** | **Desirable** |
| **Experience** | * Previous administrative

 experience.* Operating within a busy

 environment.* Experience of

 communicating with the general public by  telephone, letter and email.* Experience of working

 effectively to meet  deadlines and achieve objectives.* Experience of managing

 and prioritising own workload. | * Experience of working with internal and external contacts at all levels.
* Demonstrate a successful track record within a similar role.
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| **Education, Qualifications & Training** | * Educated to Standard Grade level or equivalent (SCQF level 4/5).
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| **Skills & Knowledge** | * Thorough knowledge of

 Microsoft Excel and Word.* Understanding of financial

 controls and financial  environment.* Use of office systems and procedures.
* Concise and clear oral and

 written skills.* Excellent customer services

 skills.* Demonstrate an appreciation of the importance of attention to detail.
* Effective organisational

 skills and time management, able to meet deadlines.* Effective administrative skills.
* Excellent numeracy and communication skills.
* Prioritise own workload under broad guidance.
 | * Ability to understand the limits of their knowledge and experience and when decisions need to be referred to others.
* Database administration.
* Advanced knowledge of all Microsoft Office applications.
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| **Key Performance Outcomes** | **Essential** | **Desirable** |
| **Effective Communication** | * Portrays a positive image of the Care Inspectorate/SSSC when communicating both inside the organisation and externally.
* Selects appropriate communication, style and methods depending on the needs and abilities of the audience.
* Listens actively to people, questions and checks understanding.
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| **Planning and Organisation** | * Uses a systematic approach to make efficient use of time and manage workload.
* Recognises the need to be flexible in order to meet changing priorities.
* Prioritises work effectively to meet deadlines and objectives.
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| **Flexibility** | * Demonstrates a flexible, positive approach to work.
	+ Listens to feedback and ideas from people and will take appropriate and considered action.
	+ Adapts well to change, adjusting priorities as required.
* Understands where a flexible approach is required.
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| **Team Working** | * Remains tolerant and fair towards others, values diversity and is non-discriminatory in their actions.
	+ Values and makes use of the skills, knowledge and experience of others.
	+ Works co-operatively and supportively with others.
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| **Personal Accountability and Responsibility** | * Takes responsibility for decisions and actions taken.
	+ Maintains a high standard of work and actively seeks out continuous improvement.
	+ Demonstrates initiative within own area of expertise.
	+ Takes responsibility for identifying and addressing areas of personal and professional development.
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**Please note – these are key performance outcomes to be used to recruit into the role. Successful applicants will be assessed against all the performance indicators used in the Performance Development Review System once established in the role.**