FIFE COAST & COUNTRYSIDE TRUST

# Role Profile

## Administrative Support Officer

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|---|---|---|---|
| **Reference No.** | FCCT/ASO/2026 | **Type** | Individual |
| **Service** | Support Services | | |
| **Job Family** | FCCT - Professional | **Grade** | FC4 |

**Purpose**

To provide an efficient and effective service support role in a professional manner in line with business requirements.

Delivering administrative, operational and business support to the varied needs within the Support Service team and to colleagues throughout Fife Coast and Countryside Trust.

| **Key Responsibilities -** For this role, there is an expectation that all, or a combination, of the following will be undertaken: | **Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility | **E** | **D** |
|---|---|---|---|
| Providing a comprehensive support service, making extensive use of computer-based systems and applications to support service delivery and carry out the duties of the role efficiently and effectively | Experience of working in an office environment OR working knowledge of a range of office services and procedures | ✓ | |
| Creating, updating and maintaining systems to enable the prompt retrieval of data, including spreadsheets and databases, and creating, developing, implementing and maintaining efficient office systems and procedures | National 4, SVQ2, three Standard Grades or equivalent OR a Customer Service Professional Qualification | | ✓ |
| | Confident user of IT applications, with the ability to use packages effectively | ✓ | |
| Completing reports and collating and providing management and statistical information | Experience of non-standard corporate systems | | ✓ |
| Processing, creating, formatting and updating documentation, including mail items, orders, invoices, minutes, reports, correspondence, internal communications and displays, and undertaking printing, scanning, copying and mail handling | Flexible approach to work including problem-solving skills, time-management and organisational skills | ✓ | |
| | Ability to work effectively as part of a team including interpersonal and relationship-building skills | ✓ | |
| Managing and coordinating meetings and appointment schedules, including minute and note taking, and supporting events and organisational activities | Numerical skills | ✓ | |
| | Customer service/care skills | ✓ | |

E = Essential Criteria  D = Desirable Criteria

| **Key Responsibilities -** For this role, there is an expectation that all, or a combination, of the following will be undertaken: |
|---|
| Supporting operational staff in the use of systems, offering advice and support as required, and supporting the recruitment process |
| Supporting information and records management, including electronic and paper filing, file management, retention, indexing, removal and archiving, and assisting with the roll-out of developments as required |
| Delivering a back-office service and providing a high standard of customer care, including acting as the first point of contact for administrative or operational enquiries, handling telephone calls, emails, messages and bookings, providing advice or information to the public, staff and external organisations, and handling complaints and applications, escalating as appropriate |
| Processing and recording financial transactions, including invoicing and assisting with the requisitioning and receipting of goods and services in line with financial policies and procedures, maintaining financial record-keeping systems, and monitoring, reviewing and reporting on expenditure against allocated budgets |
| Maintaining stock of goods, including stationery and equipment, and arranging replenishment when required |
| Liaising with non-FCCT employees, including suppliers, external customers and visitors |
| Undertaking general housekeeping duties to maintain a safe working environment, and assisting managers with reports and follow-up of escalated issues |
| Coordinating fleet administration and compliance reporting, including maintaining accurate vehicle records and monitoring servicing and maintenance |

| **Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility | **E** | **D** |
|---|---|---|
| Ability to collate, analyse and interpret management information and/or report writing skills | | ✓ |
| Good oral and written communication, with an ability to maintain accuracy at all times, and confidentiality as necessary | ✓ | |
| Experience of supporting others to learn new systems | | ✓ |
| Minute taking skills | ✓ | |
| Health and safety knowledge | | ✓ |

Undertaking all other duties as required for the role. Duties will be in line with the grade.

E = Essential Criteria  D = Desirable Criteria

| **Additional tasks or responsibilities –** this is a generic role, however this particular job may also require you to undertake the following: | | | | |
|---|---|---|---|---|
| **Task or Responsibility -** For this role, there is an expectation that all, or a combination, of the following will be undertaken: | | **Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility | **E** | **D** |
| Regular travel to FCCT sites | | Driving License | ✓ | |
| | | Flexible mindset | ✓ | |

| **Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required** | | | | |
|---|---|---|---|---|
| Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one). | PVG Children ☐ | PVG Protected Adults ☐ | PVG Both ☐ | None ☒ |
| | Basic Disclosure ☐ | Standard Disclosure ☐ | Enhanced Disclosure ☐ | |

**FCCT Aims & Objectives**

***Our Mission***

Connecting the environment and people.

***Our Vision***

We lead in the care of Fife's outdoors. Working together with you, we create a healthier environment that supports wellbeing and sustains the balance between people and the natural world.

***Core Values***

- Inclusive, caring, and generous.
- Fair, respectful, and charitable.
- Agile, proactive, and aspirational.
- Knowledgeable and information led.