

Glasgow City Council

Role Profile Description

Date	June 2006
Family	Clerical and Administrative Processing
Role profile Level Number	2
Reporting line (general)	
Purpose	
To deliver administrative support services to one or more managers or office areas.	
Work area statement	
Action	End Result
Data management	
Enter data, checking for accuracy and logic and flagging up potential errors.	• Ensure accurate and complete records and information for effective processing
Conduct standard interrogation of systems/databases to answer queries.	• Provide accurate and meaningful information to customers and managers
Create and format documents with information provided.	• Provision of accurate and complete letters and reports
Administration Services	
Carry out a range of administrative support and services in the office area.	• Dealing with received documents, applications and correspondence • Preparation of meeting documents and records • Organisation of filing and storage
Customer Guidance	
Respond to customer queries including providing standard written responses.	• Provision of relevant and accurate information • Provision of customer service to required standard
Carry out reception and public counter duties including face-to-face and telephone contact with customers.	• Customers are informed of situation and next steps • Provision of customer service to required standard • Accurate bookings are taken
Financial Transactions	
Receive and balance financial transactions.	• Efficient payments and receipt of income for the council • Secure holding of cash according to procedure
Work planning	
Plan and organise allocated work to be completed within the allotted time.	• Set tasks complete to standards, time and quantity
Instruct and guide colleagues in the distribution and conduct of work in the team.	• Work of the team is given fairly to team members • The team's tasks complete to standards and quantity
Supplies	
Check stock levels and request necessary supplies.	• Equipment and materials are available to colleagues for service delivery

Nature of contacts and relationship (who and the nature of the communications)		
Typically involves supporting internal customers. May involve direct contact with members of the public. May involve direct contact with difficult service users.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Office or public building based.		
Procedural Context (creativity, discretion, impact)		
Act within guidelines and standard procedure. May include cash transactions.		
Key facts and figure ranges (include likely size of any team managed)		
No people management or budget involvement. Will provide basic instruction and guidance to other team members as appropriate.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
No qualifications required or preferred. Basic numeracy and literacy.		
Work knowledge		
Working knowledge of who Council colleagues are and what they do. Understanding of how to deal with customers to required standards of service. Understanding of relevant processes and systems. Knowledge of service provided in own area.		
Work skills and equipment operated		
Operation of office and public counter equipment (e.g. cashier till, fax, photocopier, scanner). Working knowledge of relevant software packages (e.g. Microsoft Word, Excel, SAP). Minute taking (1/2 – 1 day training provided).		
Key Competency Requirement		
	Competency	Level
1	Personal Effectiveness: Communicating	1
2	Personal Effectiveness: Self-development	1
3	Providing Excellent Customer Service: Customer Orientation	1
4	Providing Excellent Customer Service: Forward Thinking	1
5	Managing Change: Attitude	1