JOB DESCRIPTION & PERSON SPECIFICATION (JDPS)

Job Title:	Senior Clerical Assistant	**Job Evaluation Reference Number:**	Z3552
Service:	Roads and Amenity Services	**Grade:**	LGE5
Department/Section:	Roads and Infrastructure Services	**Location:**	1A Manse Brae, Lochgilphead
Line Manager (post):	Area Business Support Officer		
Date JDPS was created / last reviewed / amended:	January 2017	**Version of JDPS:**	v.1
This JDPS should be read in conjunction with:	1. *Core Training Requirements* 2. *Service plan/team plan* 3. *Argyll & Bute Council Competency Framework* 4. *Managers guide to recruitment* 5. *Job Evaluation process*		

Job Summary:

To provide high quality clerical and administrative support services in accordance with the policies and procedures of the service in a manner which will ensure that the customers of the Roads and Amenity Services teams receive the highest standard of service and customer care.

Scope / Dimensions:

Line management / staffing responsibility: There is no line management/staffing responsibility with this post.

Budgetary responsibility: There are no budgets required to be managed by this post.

Financial Responsibility: Cash handling and banking on a regular basis

Job Description: Main Outcomes required

1. Service delivery:

Assist the Area Business Support Officer to ensure that high quality services and best value are delivered to service users.

In particular:

a) Work as part of the Business Support team providing efficient, customer focused administrative support.

b) Ensuring a range of business support duties are carried out effectively and with a high degree of accuracy within pre-determined deadlines.

c) Processing financial documents such as invoices, debtor accounts, journal entries following established systems of work

d) Inputting work orders following established systems of work

	e) Inputting data relating to Parking and Commercial Waste Services. f) Ensuring cash is handled and banked following established systems of work g) Processing Petty Cash payments following established systems of work h) Processing customer enquiries and requests for service responsively using a range of PC based systems and software in accordance with training and procedural instructions and with a high level of customer care. i) Dealing with telephone and written enquiries responsively and with a high level of customer care . j) Attending meetings and taking minutes. k) Undertaking administrative duties including reception, electronic processing, scanning, photocopying, filing and maintaining filing systems, dealing with incoming and outgoing mail, data entry and other general office duties l) Providing a high standard of customer (internal and external) care at all times. m) Respecting the confidentiality of the Services, Department and Council at all times n) Adheres to Council administrative and financial procedures.
2.	**Financial control responsibilities:** a) Ensuring cash is handled and banked on a regular basis. b) Ensuring that all duties of a financial nature are carried out strictly in line with Council procedures.
3.	**Performance Management:** Support the Area Business Support Officer to ensure that appropriate quality, performance and bench marking criteria are developed and applied as a means of managing and monitoring the team's performance, and in particular: a) Adhering to pre-determined deadlines.
5.	**Health & Safety:** All employees must follow the Council's health and safety policies, standards, systems and procedures and must follow any additional health and safety instructions required by their line management. Ensure Lone Worker protocols are observed when working alone.
6.	**Other duties & responsibilities:** Undertake other duties appropriate to this job and grade, and as required by the line manager and ensure appropriate outcomes are achieved.

Person Specification:	
CRITERIA: E = Essential D = Desirable	
Education and / or professional qualifications	
E.1	3 Standard Grades (Level 1, 2 or 3) including English and Maths, or equivalent qualifications / experience.
D.1 D.2	Customer Service Professional Qualification (CSPQ) or equivalent courses. ECDL or equivalent courses.
Experience	
E.1	Administrative support experience, working in a fast-paced, multi-disciplinary organisation with competing / conflicting priorities.
D.1	Experience of working in a customer focused organisation.
D.2	Good organisational skills dealing with a demanding and varied workload.
Specific job-related knowledge	
E.1	Excellent communication skills including telephone manner.
E.2	Sound working knowledge of Microsoft Office packages.
Any additional job-related requirements	
E.1	Ability to work as part of team and on own initiative.
E.2	Ability to maintain confidentiality.
E.3	Excellent attention to detail
D.1	The jobholder will be expected to travel efficiently and effectively between various work locations within Argyll and Bute and beyond to meet the operational requirements of the Service.
Competencies	
E.1	Level 1 **Personal Qualities (Competencies) that are essential at recruitment stage:** Well developed communication skills. A high degree of accuracy. An ability to work with minimum supervision and demonstrate initiative. Professionally presented, confident, adaptable, flexible, enthusiastic and highly motivated. Accustomed to working in a busy and professional office environment, multi-tasking and meeting tight deadlines.