



JOB OUTLINE

Post: Senior Clerical Assistant

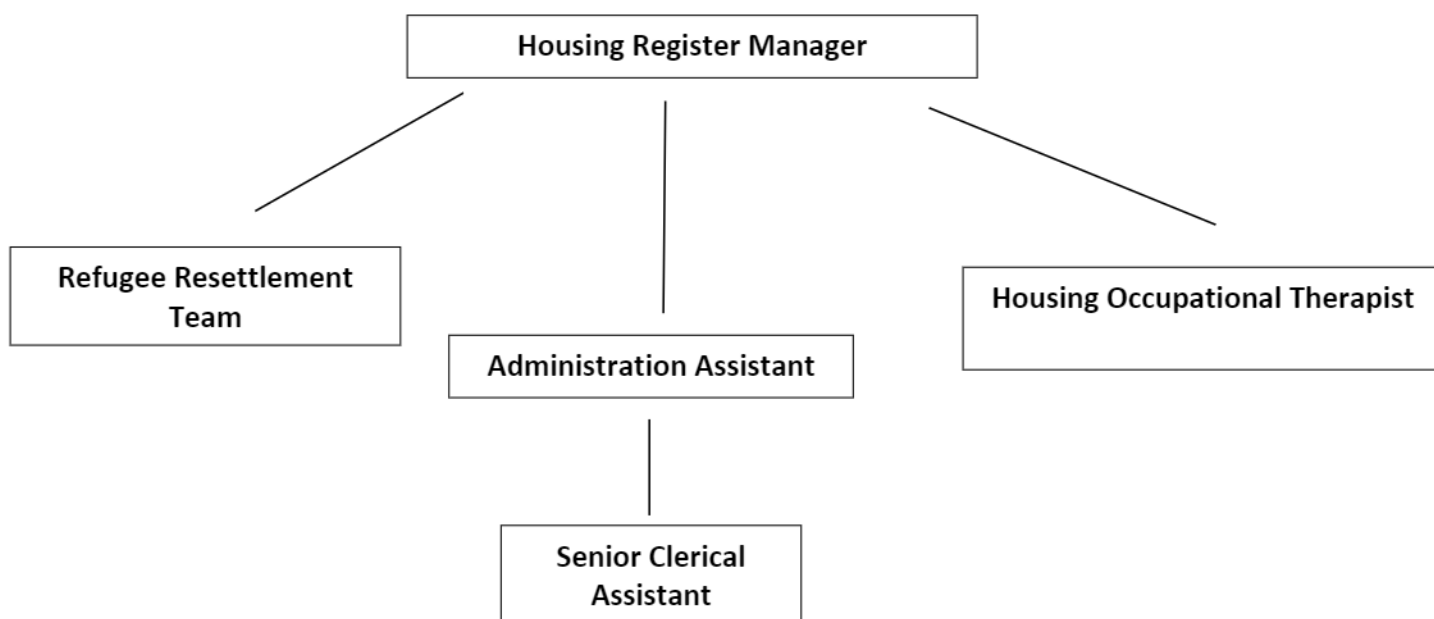
Service: Communities & Economy

Section: Housing & Communities/Housing Services/CHR Team

Grade: GC

Job Purpose: Assist with the provision and delivery of an efficient and effective clerical support service including the processing of Housing Applications within Housing Services in order to assist with the promotion, delivery and integration of the Council's key objectives; specifically in relation to the Community Plan, Shared Commitments, Single Outcome Agreement and Best Value.

A. SECTION STRUCTURE CHART



B. Areas of Responsibility

1. Support the provision of clerical support service and reception duties, as required, within the Housing Section of Housing and Communities Services with specific liaison within the Housing Register Team.
2. Prepare responses to general enquiries and correspondence and ensure they are processed in accordance with pre-determined timescales, liaising with internal and external customers as appropriate.

3. Ensure photocopying, mail, fax, filing, call-handling, word processing and other related tasks to ensure resources are deployed economically and effectively.
4. Assist with the use of information systems to ensure accurate processing of data in accordance with the provisions of the Data Protection Act.
5. Ensure a professional approach is maintained when receiving visitors and ensure telephone enquiries are dealt with in accordance with the principles of good Customer Care.

C. Functional Responsibilities

6. Carry-out accurate and timeous processing and amendments of housing application forms, audits and other associated tasks in accordance with Council policy, procedure and statutory regulations.
7. Assist with the processing of administrative records relating to the provision of Housing Services in accordance with Council policies and statutory regulations, as requested by the Administrator Assistant.
8. Ensure administration processes are followed and associated documentation and records are completed in accordance with the Data Protection Act.
9. Ensure financial duties including maintaining petty cash funds, processing financial documents and cash handling are completed in accordance with the Council's Financial Regulations.
10. Operate and review PECOS, the council's electronic purchasing system; including generating purchase orders in accordance with procurement procedures and entering delivery notes.
11. Assist with the processing of payroll related data checking the information is accurately recorded prior to approval and issuing the documentation for processing.
12. Assist with the effective recording and collation of records related to managing absence systems on behalf of Housing in accordance with council policy.
13. Ensure all incoming and outgoing, internal and external mail is processed using appropriate recording and tracking procedures.
14. Assist with the provision of information and advice on all aspects of Housing and other Council Services to the public ensuring a professional approach is maintained when dealing with visitors and covering reception duties.
15. Assist with the preparation of meeting agendas, accommodation and equipment, providing note and minute taking services for meetings, preparing brief reports on administrative issues as requested.
16. Ensure office equipment is maintained and monitor stock levels of consumables to assist the efficient delivery of services.
17. Assist with review and implementation of revised administration systems and procedures in response to changing operational needs of the administration section.

D. General Responsibilities

18. Ensure that any materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Council's policies and procedures.

19. Ensure that the Council's Customer First Service Commitment is followed in all dealings with the customers and clients of the Service.

20. Ensure that all activities for which the post holder is responsible are delivered in accordance with East Ayrshire Council's Equality and Diversity Policies and the statutory and general and specific Equality duties

21. Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and departmental Health and Safety arrangements in accordance with all relevant statutory requirements.

22. Participate in the East Ayrshire General Employee Review (EAGER) process annually in accordance with the Council's guidelines.

23. Adhere to the Council's policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.

PERSON SPECIFICATION

Designation: Senior Clerical Assistant	Post No:
Service: Communities & Economy	Section: CHR - Housing Register Team

Attributes:	Essential Criteria	Desirable
Professional/ Educational Qualifications	SVQ Level 2 or equivalent in Business Administration OR equivalent demonstrable experience	SVQ Level 3 Business/Admin or equivalent qualification or equivalent demonstrable experience.
Relevant Experience	- Worked in an office environment within a clerical role. - Experience of maintaining electronic management information systems. - Provided a wide range of clerical/ administrative supports. - Experience of undertaking general clerical duties including word processing, photocopying, and filing. - Used Microsoft Office packages including Word, Excel, Access, PowerPoint and Outlook.	- Experience of working on a Front Desk / Reception. - Maintained PECOS or similar electronic procurement systems. - Assisted with the design of Spreadsheets and databases. - Collated and reported statistical or performance related information - Experience of using Civica and Orchard.
Special Knowledge/Skills	Ability to maintain databases and spreadsheets.	Working knowledge of Health and Safety within an office environment

	• Ability to develop and sustain good working relationships with internal and external contacts. • Good organisational skills. • Good communication and customer care skills. • Good report writing skills. • Good ICT skills.	
Personal Features/Qualities	• Ability to work individually or as part of a team to deliver results within agreed timescales. • Confident. • Approachable. • Empathetic.	
Any Additional Job Related Requirements	• Ability to work flexibly and out with normal working hours to meet the needs of the section. • Ability to travel across East Ayrshire to attend meeting/events or training. • Committed to continuous improvement through service delivery.	

Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours

Quality	Behaviour
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.