

JOB DESCRIPTION

Job Title: Trainee Admin Hub Assistant		Ref No:	JE Ref: G532
Department: Business Services		Band: 2	Location: Militia House, Dumfries
Responsible To:	Administrative Officer		
Responsible For:	N/A		
Job Purpose:	To provide a full range of efficient and effective clerical support e.g. word processing, data entry, filing and photocopying in a wide range of settings within Business Services for Regulatory and Statutory Services Hub.		
Main Responsibilities:	1) The post holder must participate in and successfully complete the 12-month in-house training programme to develop the skills and experience needed to progress to the Senior Clerical Assistant job description. 2) To deal with enquiries from colleagues and the public responding both over the telephone and in person to queries as required, in a friendly and helpful manner. 3) Accurately prepare and present routine correspondence, e.g. reports and minutes. 4) Carry out a wide range of routine clerical duties associated with a busy office environment e.g. filing and photocopying.		
Job Activities:	1) Responding to telephone calls and taking telephone messages quickly, efficiently and accurately, ensuring that all urgent callers receive an immediate response and transferring calls as appropriate, and providing the provision of reception and switchboard duties as required. 2) From both manuscript and type, prepare distribution lists, reports, minutes, agendas, letters, memoranda, and any other correspondence as required using word processing and on occasion audio equipment. 3) Observe strict confidentiality, exercise tact and discretion in carrying out tasks. Process confidential paper based or computerised information through data input, data retrieval and filing in an accurate and timely way. 4) Undertake clerical duties including filing and photocopying, laminating, shredding sorting and preparation of mail, taking and organising bookings and meetings, including cars, rooms and facilities and use of record keeping systems, 5) File and archive material as required using the central filing system. 6) Complying with the Councils financial procedures and using the Councils financial software undertake cash handling and processing of invoices and/or other financial documents as required 7) Assist in ordering supplies and equipment as requested through the Councils procurement systems and processes and distribute effectively. 8) To carry out any other duties commensurate with the level and nature of the post		

	as directed and consistent with the job purpose.	
Performance Management	<i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i> • To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/resource consumption when undertaking work activities.	
Prepared by:	Leeanne Hall	Date: 12.06.26

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