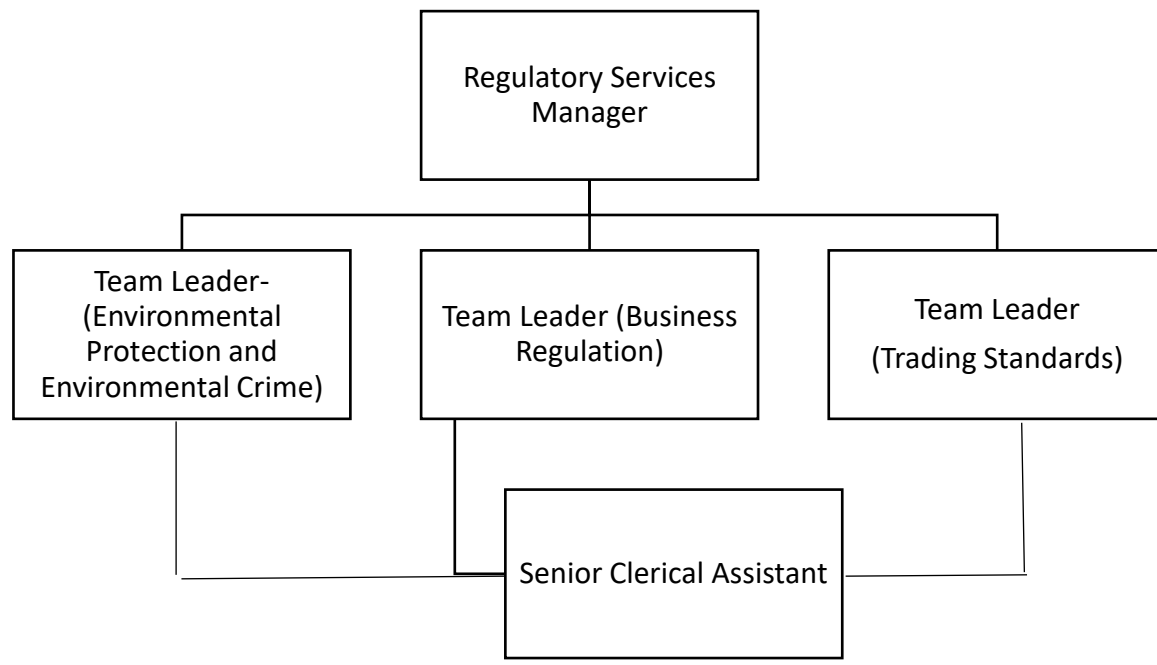




## JOB OUTLINE

|              |                                                                                                                                                                                                                                                                                                                                                                                |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Post:        | Senior Clerical Assistant                                                                                                                                                                                                                                                                                                                                                      |
| Service:     | Housing & Communities                                                                                                                                                                                                                                                                                                                                                          |
| Section:     | Preventative Services & Community Safety                                                                                                                                                                                                                                                                                                                                       |
| Job Purpose: | Contribute to the development, implementation, enforcement, promotion and delivery of efficient and effective Environmental Health and Trading Standards Service 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. KEY DUTIES & RESPONSIBILITIES**

1. Carry-out the accurate and timeous processing administrative records related to all aspects of the work of Regulatory Services in accordance with Council policies and statutory regulation.
2. Ensure 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. Operate and review PECOS, the council's electronic purchasing system; including generating purchase orders in accordance with procurement procedures and entering delivery notes.
5. Assist with the processing of payroll related data checking the information is accurately recorded prior to approval and issuing the documentation for processing.
6. Assist with the effective recording and collation of records related to managing absence systems on behalf of Regulatory Services in accordance with council policy.
7. Ensure all incoming and outgoing, internal and external mail is processed using appropriate recording and tracking procedures.
8. Assist with the preparation of meeting agendas, accommodation and equipment, providing note and minute taking services for meetings, preparing brief reports on administrative issues for review by the Regulatory Services Manager.
9. Ensure office equipment is maintained and monitor stock levels of consumables to assist the efficient delivery of services.
10. Assist with review and implementation of revised administration systems and procedures in response to changing operational needs of the administration section.

## **C. GENERAL RESPONSIBILITIES**

11. Ensure administration processes are followed and associated documentation and records are completed in accordance with the Data Protection Act.
12. Ensure financial duties including maintaining petty cash funds, processing financial documents and cash handling are completed in accordance with the Council's Financial Regulations.
13. Adhere to the Councils' 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.
14. Ensure that the Council's Customer Charter is followed in all dealings with the customers and clients of the Service.

15. Ensure that all activities for which the postholder is responsible are delivered in accordance with the Council's Equal Opportunities Policy and its statutory and general and specific Equality Duties.
16. 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.
17. Participate in the East Ayrshire FACE Time process annually in accordance with the Council's procedures.

## **Person Specification**

|                                        |                                                                                                                                                                                                                                                              |                                                   |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Designation: Senior Clerical Assistant |                                                                                                                                                                                                                                                              | Post No:                                          |
| Service: Housing & Communities         |                                                                                                                                                                                                                                                              | Section: Preventative Services & Community Safety |
| <b>Attributes:</b>                     | <b>Essential Criteria</b>                                                                                                                                                                                                                                    | <b>Desirable</b>                                  |
| Qualifications                         | SVQ Level 2 or equivalent in Business Administration or equivalent demonstrable experience                                                                                                                                                                   |                                                   |
| Knowledge & Skills                     | <p>Ability to maintain databases and other spreadsheets.</p> <p>Ability to prioritise work and meet required deadlines</p> <p>Good telephone manner and customer care skills</p> <p>Good interpersonal and organisational skills</p> <p>Good ICT skills.</p> |                                                   |

|            |                                                                                                                                                                                                            |                                                                                                                                                                                                                                    |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Experience | <p>Experience of providing a wide range of administrative support within a customer focussed environment.</p> <p>Used Microsoft Office packages including Word, Excel, Access, PowerPoint and Outlook.</p> | <p>Experience of PECOS or similar electronic procurement systems.</p> <p>Experience of CHRIS 21</p> <p>Processed financial documents.</p> <p>Experience of Management Information Systems (MIS) or similar electronic systems.</p> |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| <b>Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours</b> |                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Quality</b>                                                                                                   | <b>Behaviour</b>                                                                                                                                                                                                                                     |
| Flexible                                                                                                         | <ul style="list-style-type: none"> <li>• Have an open mind and look for better ways of doing things.</li> <li>• Embrace new technologies to improve services for the people we serve.</li> <li>• Welcome opportunities to learn and grow.</li> </ul> |
| Approachable                                                                                                     | <ul style="list-style-type: none"> <li>• Develop positive and productive relationships with everyone.</li> <li>• Listen, notice, respond and engage.</li> <li>• Manage our reactions and think about how our behaviour affects others.</li> </ul>    |
| Caring                                                                                                           | <ul style="list-style-type: none"> <li>• Embrace working in a team and working with others.</li> <li>• Take pride in your role, serving our community and strive to be the best we can be.</li> <li>• Be kind to others and to ourselves.</li> </ul> |
| Empowered                                                                                                        | <ul style="list-style-type: none"> <li>• Have the courage to try new things.</li> <li>• Work with others to find the best solutions.</li> <li>• Help everyone to realise their full potential.</li> </ul>                                            |