

Role Profile

Post Title:	Skills for Life - Clerical Assistant
Grade:	Living Wage
Date Created:	23rd January 2024

ROLE DEFINITION

To undertake a Skills for Life work placement and contribute to the efficient and effective delivery of the service.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

Under supervision, and with support and guidance, the Skills for Life participant will undertake the following duties and responsibilities:

- Plan and prioritise for work to agreed timescales
- Typing/word processing a variety of documents e.g. emails/letters/reports, incorporating appropriate format and styles.
- Entering and retrieving data from a range of computerised or manual systems, maintaining confidentiality and sensitivity where appropriate.
- Compiling information, producing basic statistics and completion of checklists.
- Filing, photocopying, faxing and processing mail.
- Liaise with external agencies and internal departments with regards to Service development needs, activities and materials.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<u>Focus</u> we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
<u>Passion</u> we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
<u>Inspiration</u> we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

