



Job Outline

Post: Clerical Assistant

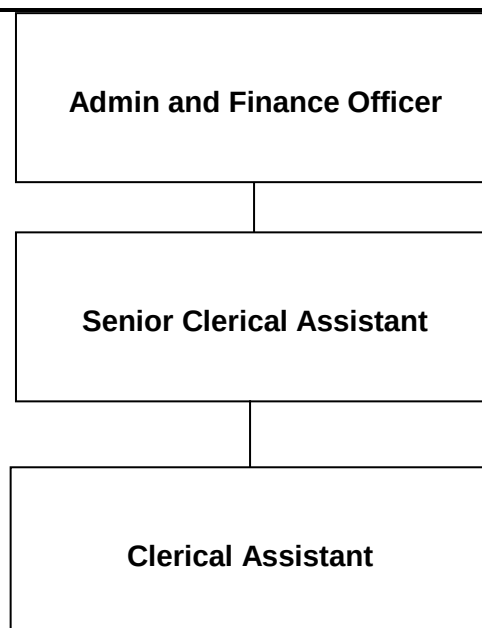
Service: Chief Executive's Service

Section: Education

Grade: B

Job Purpose: Provide an efficient clerical support service to all employees within the establishment, and assist in the provision of an efficient front line service to service users 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. STRUCTURE CHART



B. KEY DUTIES & RESPONSIBILITIES

1. Provide clerical support to the establishment by issuing and receiving books, maintaining catalogues, books, and other resources.
2. Assist in the provision of a clerical support service to the Head Teacher/Head of Centre and work colleagues.
3. Ensure all clerical and reprographic work is produced within agreed timescales.
4. Respond to general enquiries and correspondence and process as directed, liaising with internal and external customers as appropriate.
5. Undertake photocopying, mail, fax, filing, call-handling, word processing and other related tasks as required.
6. Contribute to the effective maintenance and use of mail tracking and information systems.
7. Receive visitors and handle telephone enquiries, ensuring principles of good Customer Care are observed at all times.
8. Update and maintain electronic databases and spreadsheets in accordance with the Data Protection Act.
9. Assist with the day-to-day administration including the collation, updating and reporting of information using the schools SEEMIS system, liaising with colleagues and others involved as appropriate.
10. Update absence management records and the production of associated monthly reports.
11. Complete periodic statistical returns as required.
12. Assist in the maintenance of the school board election roll.
13. Process personal information pertaining to school pupils, ensuring confidentiality at all times.
14. Report all concerns for pupil welfare to the Head Teacher/ Head of Centre.
15. Monitor the movements of pupils as directed by the Head Teacher/Head of Centre.
16. Undertake financial duties including maintaining petty cash funds, processing financial documents and cash handling in accordance with the Council's Financial Regulations.
17. Undertake periodic stock control as required.
18. Maintain the administration of lost and found items.
19. Operate PECOS, the council's electronic purchasing system; including generating purchase orders in accordance with procurement procedures and entering delivery notes.

20. Assist with the maintenance of Health and Safety and Managing Absence systems on behalf of the Service.
21. Process all incoming and outgoing, internal and external mail, ensuring appropriate recording and tracking procedures are followed.
22. Undertake note and minute taking of non-complex meetings.
23. Assist with the archiving and retention of records in accordance with the Data Protection Act.

C. GENERAL RESPONSIBILITIES

24. 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.
25. Ensure that the Council's Customer First Service Commitment is followed in all dealings with the customers and clients of the Service.
26. 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
27. 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.
28. Adhere to the Education service policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
29. Participate in the East Ayrshire FACE Time process annually in accordance with the Council's procedures.

This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.

Person Specification

Designation: Clerical Assistant	Post No:
Service: Chief Executive's Service	Section: Education

Attributes:	Essential Criteria	Desirable
Qualifications	SVQ Level 2 Business/Admin or equivalent qualification or equivalent demonstrable experience.	ECDL (European Computer Driving Licence).
Knowledge & Skills	- Ability to maintain databases and other spreadsheets. - Ability to work under pressure - Be able to work to deadlines. - Commitment to providing high standards of customer care. - Good telephone manner and customer care skills. - Good interpersonal and organisational skills.	- Knowledge of relevant school policies and procedures. - First aid training.
Experience	- Undertaken general clerical duties including word processing, photocopying, filing and faxing. - Using Microsoft Office packages including Word, Excel, Access, PowerPoint and Outlook. - Cash handling.	- Working experience of PECOS or similar electronic procurement systems. - Experience using SEEMIS. - Working with public and/or children. - Collating and presenting statistics. - Processing financial documents.
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.