

Role Profile

Post Title:	Clerical Officer (HSCP)
Grade:	4
Date Created:	29th October 2024

ROLE DEFINITION

To provide a comprehensive and efficient administrative support service to the North Ayrshire Health and Social Care Partnership.

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

- Provide a high-quality customer focused reception service.
 - Deal directly with queries from colleagues and customers who may be either internal or external, through appropriate communication.
 - Entering, filling, retrieving and maintaining data from a range of computerised and manual systems, maintaining confidentiality and sensitivity where appropriate.
 - Produce correspondence, reports and presentations to ensure clear records are maintained and delivered within agreed standards and timescales.
 - Organise / support the organisation of multi-disciplinary meetings and events, taking and transcribing complex minutes.
 - Ordering supplies and / or stock control, processing invoices, handling cash all in accordance with North Ayrshire Council financial procedures.
 - Undertake mail duties, receiving and dispatching mail on behalf of the partnership as appropriate.
 - Ensure that policies on Records and Information Management are strictly adhered to.
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- May be required to supervise, instruct, allocate and check the work of the team.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• SVQ Level 2 in Business Administration, or equivalent OR equivalent experience	• SVQ Level 3 in Business Administration, or equivalent	• Application Form • Interview
Experience	• Administration and reception • Microsoft Office • Minute taking in complex meetings and transcribing minutes within set timescales • Dealing with members of the public	• Health and Social Care environment • Operating in a busy and challenging environment • Carefirst system	• Application Form • References • Interview
Specialist Knowledge	• Understanding of confidentiality and data protection	• Information management and record keeping	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Customer service skills • Written and verbal communication skills • Interpersonal skills	•	• Application Form • References • Interview



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	• Attention to detail • Ability to meet deadlines		
Other	• Commitment to continuous learning • Undertake Non - Police Personnel Vetting Level 2 (NPPV2) (Justice Service & MAASH posts only)	• Willing to work flexibly	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus 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
Passion 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
Inspiration 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

