COMHAIRLE NAN EILEAN SIAR

JOB DESCRIPTION

Job Title:	Clerical Assistant	**Job Number:**	Various
Department:	Health & Social Care	**Grade:**	C
Location:	Council Offices, Sandwick Road	**Date:**	2026
Responsible To:	Principal Administrative Officer; in the first instance to the Senior Administrative Officer		

Job Purpose

To provide flexible, efficient and comprehensive administrative support to all services within the Partnership Services business unit. To additionally ensure that fundamental frontline support services and business support for defined officers are provided during office hours.

You will be required to be knowledgeable on, Data Protection guidelines relevant to the team's processes and procedures and will be required to undertake quality assurance checks to ensure that the data held on electronic systems is accurate.

Duties

1. To provide a comprehensive frontline resource for the information gathering and processing regarding all types of referrals relevant to the Adult Social Work Services teams.
2. To provide frontline support for all queries and requests pertaining to Adult Social Work, dealing with service users and members of the public, supporting people through internal referral processes and signposting to external agencies.
3. To deal with telephone enquiries from service users, members of the public and colleagues from other organisations.
4. To provide daily administrative support within the case management systems CareFirst and Eclipse
5. To process debtor and creditor invoices in a timely and accurate manner, using departmental and corporate systems as required.
6. To process Blue Badge applications and maintain associated files.
7. To maintain digital and paper records, actively employing corporate archiving and storage policies as well as Data Protection guidelines.
8. To participate in the compilation of information for statistical returns and FOI requests.
9. To provide administrative support with the administration of meetings, including co-ordinating meetings collating and distributing agenda items attendance and minute taking and distribution of documents.

10. Maintenance of Personnel files and the transfer of information to HR and Payroll as required by Comhairle policies and financial regulations.
11. To provide other general administrative support such as, but not limited to, photocopying, processing of requisition forms, expense claims, issuing and recording of petty cash, ordering stationery and the accurate recording and distributing of all departmental incoming post and providing reception duties when necessary.
12. To assist and provide additional resource within the Social & Partnership Support Service team as required, developing administrative systems which will progress the function of the team.
13. Any other duties required by the Principal Administrative Officer or any of the Senior Management Team.



General Accountabilities

1. To ensure that all information received and disseminated, whether verbal, written or electronic concerning all employees, prospective employees or service users is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner in compliance with Data Protection legislation.
2. To ensure compliance with Standing Orders and Financial Regulations of the Comhairle.
3. To ensure that all duties and responsibilities are performed in a safe manner so that no risk to health and safety arises to yourself, any other employee or member of the public.
4. As the Comhairle is committed to the effective management of risk, it is the responsibility of all employees to carry out their duties and responsibilities with adequate regard for Risk Management as outlined within the Comhairle's Risk Management Policy.
5. To comply with the Comhairle's Equal Opportunity Policy in Service Delivery and Employment, thereby promoting a fair and quality service to all.
6. To keep under review your own development needs. Learning needs should be discussed and determined at your annual Performance Appraisal and you will be required to undertake training as identified and as appropriate and required for the effective performance of the duties of the post.
7. Any other duties or responsibilities that may need to be allocated from time to time to ensure the efficiency of the service.



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PERSON SPECIFICATION

This form lists the essential and desirable criteria required. Applicants will be leeted on the basis of meeting the criteria. Please ensure you complete your application form considering the criteria below.

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CRITERIA	ESSENTIAL	DESIRABLE
Knowledge	E1. Knowledge of computerised systems. E2. Considerable knowledge of records management and Data Protection Principles. E3. Considerable knowledge of office procedures.	
Skills and Abilities	E4. Competence in use of IT systems and software such as Excel, Word, Outlook. E5. Proficient keyboard skills. E6. Good verbal, written and Reception communication skills. E7. Ability to work under pressure. E8. Adaptability/ flexibility in responding to a wide range of tasks and timescales. E9. Ability to work as part of a team and support colleagues.	D1. Experience with financial systems e.g. creditors, debtors, FMS. D2. Experience of meetings administration.
Education and Experience	E10. Proven administrative/clerical experience in a busy office environment. E11. SVQ Level II / HNC in Business Administration or equivalent experience E12. Experience of planning and scheduling activities.	
Other Factors	E13. Awareness of the importance of confidentiality. E14. Flexible attitude.	D3. Ability to communicate in Gaelic. D4. Full UK Driving Licence.