Job Outline

Post:	**Clerical Assistant 2**
Location:	Drummuie Council Offices
Hours:	35
Duration:	Permanent
Cluster:	Corporate
Grade:	HC03
Contact Name:	Louise Irving
Contact email:	Louise.irving@highland.gov.uk

Job Purpose

To provide a range of business support services across the Council.

Job Description – Key Duties and Responsibilities

The post holder will provide business support to all Council Services across a range of business support processes which may include:

- Information management, including storage and retrieval of documents in accordance with Council policy, and management of information required by services to support service specific processes.
- Personnel and payroll administration including training, leave and all types of absence.
- Financial transactions including purchasing goods and services, paying for goods and services, raising invoices and internal transactions.
- Facilities management, including controlling use of meeting rooms and other facilities.
- Scheduling, including organising meetings
- Customer contact including dealing with visitors to Council premises.
- Service specific business support processes.
- The post holder will be expected to supervise other staff as appropriate

- The post holder will be expected to act on their own initiative with a minimum of supervision.
- The post holder will be expected to assist in the training/coaching of new members of staff as required.
- The post holder will be required to comply with the relevant Council Policies and Regulations, including personnel, financial regulations and information management.

Other Duties

The post holder may be required to undertake any other duties appropriate to the level of the post including the provision of cover across Business Support.

Duties and responsibilities will vary from time to time.

Person Specification

Essential Attributes

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

1. Experience in working in a business support environment.
2. ICT skills including the use of MS Office applications.
3. Experience of some Council and/or Service line of business systems.
4. Ability to cope with diverse work activities.
5. Ability to work under own initiative and as part of a team.
6. Ability to adopt new working practices and procedures.
7. Good level of interpersonal and communications skills.
8. Ability to organise and plan activities to meet tight timescales and targets.
9. Ability to communicate in both written and oral form.
10. Commitment to providing a quality business support service.
11. Good general education along with relevant qualification at SQV Level 2 or equivalent experience.

Health and Safety

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council.
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Highland Council's Health & Safety Procedures.