Role Profile

Post Title:	**Clerical Officer (Housing)**
Grade:	**4**
Date Created:	**19th December 2018**

ROLE DEFINITION

To provide clerical support to a busy team working with individuals and families seeking rehousing with North Ayrshire Housing Register, covering a range of tasks including general administrative duties and inputting/maintaining computerised systems.

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 customer focussed, single point of contact for all enquiries received in person, by telephone, or correspondence from colleagues and customers who may be either internal or external through appropriate communication.
- Plan and organise administrative aspects of Accessible Housing screening and appointment systems, OT diaries and any other clerical support tasks.
- Enter, compile and retrieve data from a range of computerised and manual systems, maintaining confidentiality and sensitivity where appropriate.
- Deliver all functions in line with agreed service standards, performance indicators and targets and to implement correct measures as instructed.
- Contribute to the Housing Service continual improvement agenda by assisting in the implementation of measures, policies and procedures where appropriate.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• SVQ Level 3 in Administration/ Customer Service or equivalent OR equivalent experience	• National 5's minimum C pass in English, Maths and Office Administration or equivalent	• Application Form • Interview
Experience	• Local Authority setting or customer focussed organisation • Working to tight deadlines	• Working in a housing or customer service background • Administrative duties including minute taking, photocopying, filing	• Application Form • References • Interview
Specialist Knowledge	• Microsoft Office Applications	• NAHR/Accessible Housing Process and associated IT systems • Council systems (eg Integra)	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Organisational skills • Written and verbal communication skills • Attention to detail • Take and follow complex instructions • Prioritise own workload and meet deadlines • Customer focussed	• Take and produce high quality minutes • Take ownership of actions and responsibilities	• Application Form • References • Interview

	• Work as part of a busy team • Maintain discretion and confidentiality		
Other	•	•	• 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