Clerical/Admin Assistant

ROLE PROFILE

Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Specification**

SECTION 1: POST DESCRIPTOR

1. POST DETAILS

Post Title: Clerical Admin Assistant	
Service Area: Health & Social Care Partnership, Community Health & Care	**Section:** Home Care
Reports to: Admin Officer	**Grade:** Grade 3
Position Number: SW0608	**Gauge Reference:** A7790

2. ROLE PURPOSE

The Clerical Admin Assistant provides essential administrative and clerical support to ensure the smooth and efficient operation of the Council's services. This role involves handling routine office tasks such as data entry, filing, document preparation, responding to enquiries, and maintaining accurate records. By supporting teams and departments across the authority, the assistant helps ensure that public services are delivered effectively and in line with council policies and procedures.

The post holder will have responsibility for services to others through undertaking tasks or processes which contribute to the internal/external services provided by the Council to individuals, groups, or the public at large. This is predominantly through the personal delivery of front-line services.

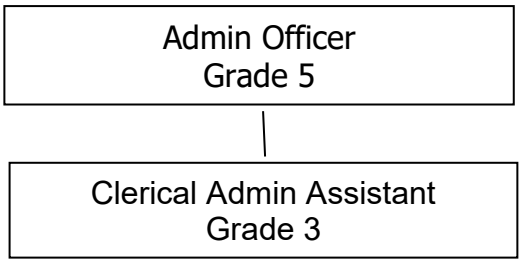
3. DIMENSIONS and SCOPE OF ROLE
(including budgetary and staffing responsibilities)

Budget: N/A

Staffing Direct: N/A

Staffing Indirect: N/A

4. ORGANISATIONAL CHART
(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF SERVICE AREA/SECTION

Care at Home Services has an estimated 700 employees which includes an IOM, Team Leads, Organisers, Co-ordinators, Home Carers, Business and Quality Leads, Sheltered Housing Supervisors, Schedulers, Community Alarm Attendants and Administrative employees.

The aim of the Care at Home Service is to help vulnerable people of all ages live independently and securely in their own homes. With a focus on Reablement, this criteria led service aims to provide targeted and personalised support that promotes Reablement and also delivers care to those with complex care needs.

Reablement is designed to assist people to remain as independent as possible by supporting them to regain their daily living skills and confidence following a period of illness, accident or disability.

To provide support to service users assisting them to live as independently as possible in a homely setting whilst respecting their right to dignity, privacy, choice, safety, realising potential, equality and diversity.

Care at Home Services include mainline Home Care, Reablement, Telecare & Community Alarm services, Sheltered Housing and Step up / Step down services.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Preparing, formatting, and distributing documents, reports, and correspondence
- Answer and respond to telephone, email, and face-to-face enquiries in a professional and courteous manner
- Maintaining and updating electronic and paper filing systems
- Schedule and coordinate meetings, appointments, and events
- Inputting and retrieving data from council databases and systems
- Taking minutes, and supporting diary management

- Assisting with financial administration such as invoice processing or petty cash
- Supporting colleagues and service users with general administrative tasks
- Liaise with internal departments and external agencies as required
- Ensuring confidentiality and compliance with data protection regulations
- Undertake any other duties appropriate to the role as directed by line management

During the course of normal working, the postholder will not have the responsibility for the work of other employees, but is required to demonstrate duties to new employees, students or trainees.

7. PROBLEM SOLVING

The post-holder should be able to use their initiative within the role and speak directly to the Admin Officer when any problems occur.

8. PLANNING

The post-holder must be able to prioritise their workload to meet timelines relating the HR and Payroll tasks.

9. ASSIGNMENT AND REVIEW OF WORK

- The post-holder will report to the Admin Officer, with whom, annual objectives are jointly agreed. However within this context there is a broad framework of delegated authority to develop and progress initiatives autonomously.
- Objectives are reviewed and performance is formally appraised annually by the Admin Officer in line with the Council's Performance Management Scheme (PDP).
- Throughout the year there are regular supervision meetings with the Admin Officer to discuss progress against timescales and key deliverables and to ensure on-going communication on current issues and workload.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

Liaise with professionals and Managers via telephone and through written correspondence (i.e. Health colleagues, staff from other offices / departments).

External communications and working relationships:

Liaise with service users and their families/NOK and other professionals via telephone and written correspondence (i.e. Standby Services, Health, Solicitors)

11. DECISION MAKING

The post-holder should be able to use their initiative within the role and speak directly to Admin Officer when any problems occur.

12. MOST CHALLENGING PART OF THE ROLE

To meet deadlines set by HR and Payroll colleagues

13. GENERAL

Disclosure/PVG membership: PVG Adults

Politically Restricted Post: No

General:
The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for these to be completed. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. Noting this is in addition to generic WDC training listed above.

- CM2000 or any scheduling tool
- Care first or any social care management tool
- Comino – Bespoke Client Management System
- Agresso or any financial record system
- WeBuy
- WDC employee induction and focusing on role specific standard operating procedures

This is not an exhaustive list and additional training will be added when required.

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Previous or job-related experience	
SVQ Level 2 or 3 in Business Administration or a related field	
Training	
A willingness to learn and evidence continuous personal development	
Experience	
Proven ability to use Microsoft Office applications (Word, Excel, Outlook etc)	Experience of working within a local authority, health or appropriate private/voluntary setting
Relevant working knowledge of a busy office environment	ECDL or equivalent IT user qualification
Previous experience of answering and responding to telephone enquiries	Experience of scheduling systems
	Experience of financial monitoring systems
	Customer Service training or experience in a public facing role
Knowledge and Skill	
Good standard of literacy and numeracy	Working knowledge of Carefirst, CM2000 and Agresso systems (training will be provided) or similar scheduling or financial systems.
Good communication skills	
Good standard of literacy and numeracy	
Must be able to understand issues around confidentiality	
Minute taking	
Demonstrable keyboard and data entry skills	
Disposition	
Have a sensitive and caring attitude to clients and carers	
Must be able to respond effectively with service users both in person and on the telephone	
Pleasant telephone manner	
Client centred approach	
Ability to be flexible	
Embraces change	
Understands the need for change, and are open to this	
Capable of using own initiative	