Role Profile

Post Title:	**Clerical Officer (Homeless Service)**
Grade:	**4**
Date Created:	**11th November 2026**

ROLE DEFINITION

To provide administration and clerical support within the network of the Homeless Service covering all the functional activities for Managers and employees.

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 polices 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

- Provision of high-quality customer focused reception and telephone service.
- Participate in maintain adequate systems of administration and support for all functional activities.
- Typing/word processing a variety of complex documents e.g. memos/letters/reports.
- Entering and retrieving data from a range of computerised or manual systems, maintaining confidentiality and sensitivity where appropriate.
- Compiling information, producing basic statistics and completion of checklists.
- Undertake general office duties such as filing, photocopying, faxing and processing mail.
- Deal directly with queries from colleagues and customers who may be either internal or external, through appropriate communication.
- Record and distribute mail, correspondence and associated mail duties.
- Comply with confidentiality throughout working practices align with data protection guidelines.

- Provide administration support to managers and employees when required.
- Assist in the maintenance of all associated databases/spreadsheets and assist with the production of reports, including the use of charts and graphs.
- Ability to work with a wide variety of clients in a non-judgemental manner.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• 3 National 5's or equivalent OR equivalent experience	•	• Application Form • Interview
Experience	• Microsoft office packages • Clerical experience	•	• Application Form • References • Interview
Specialist Knowledge	•	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Ability to work as part of a team and on own initiative • Written and verbal communication skills • Customer service skills • Interpersonal skills • Attention to detail • Ability to work under pressure	•	• Application Form • References • Interview
Other	• Willing to undertake additional training	•	• 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 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