West Dunbartonshire Council

NHS Greater Glasgow and Clyde

West Dunbartonshire
Health & Social Care Partnership

Chief Officer: Caroline Sinclair

# JOB PROFILE

## Clerical/Admin Assistant

**Incorporates**

**Section 1** **Post Descriptor**

**Section 2** **Person Descriptor**

# SECTION 1: POST DESCRIPTOR

**1. JOB DETAILS**

| | |
|---|---|
| **Job Title: Clerical/Admin Assistant** | **Post No: SW0605** |
| **Department: HSCP Children's Health, Care and Criminal Justice** | **Section: Justice Services** |
| **Reports to: Admin Officer** | **Grade: 3** |
| **Gauge Reference: A3558** | |

**2. JOB PURPOSE**

To provide efficient and effective clerical support to managers and staff within Justice Services teams.

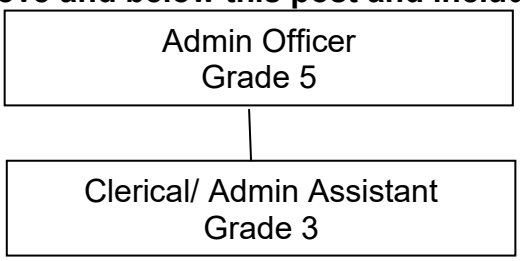
**3. DIMENSIONS and SCOPE OF JOB**
**(including budgetary and staffing responsibilities)**

**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 DEPARTMENT/SECTION**

The admin staff within the Justice Services Team provides an effective administrative support to fieldworkers and managers of the Justice Services, Drug Treatment and Testing Teams and MARAC.

The Primary Role of Justice Social Work can be summarised in the functions of risk assessment/management and supervision of offenders in the community. The service has a critical role in public protection and takes the lead in discharging the Authorities responsibilities as a Responsible Authority under the terms of the Management of Offenders (Scotland) Act 2005.

## 6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- To provide effective administration support to fieldworkers and managers.
- Monitoring generic email inboxes and actioning requests appropriately
- Monitoring and progressing court deadlines and submission timescales
- Processing incoming and outgoing correspondence, including court documentation
- Processing referrals on Carefirst database.
- Preparing statistical reports.
- Processing of statutory reports to partners including Scottish Courts and Tribunal Service, Parole Board for Scotland, Scottish Prison Service, Caledonian Programme and Scottish Government
- To provide customer service by front line reception and telephone.
- To take a comprehensive and accurate minute of complex meetings including Multi Agency Public Protection meetings and Individual Risk Management meetings
- Use of Microsoft Office 365, including word, excel, outlook, SharePoint, Teams.
- Archiving / Filing electronically.
- Photocopying.
- Cash handling when required.
- Processing Invoices.

## 7. PROBLEM SOLVING

- The post holder is required to prioritise competing demands, identify urgent work relating to court deadlines and resolve routine enquiries independently, escalating issues to the Admin Officer as appropriate.

- The post holder will apply existing policies and procedures in their day-to-day work.

## 8. PLANNING

The post-holder must be able to prioritise their workload to meet timescales as per Criminal Justice Social Work procedures and guidelines.

## 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:**

Liaise with professional Social Workers and Managers via telephone and through written correspondence (i.e. colleagues in other services within HSCP and receiving).

**External communications:**

Liaise with other professionals via telephone and written correspondence (i.e. Courts, Police, Parole Board, Standby Service, Solicitors, and staff within other local authorities)

Dealing sensitively and professionally with service users, partner agencies, and members of the public.

## 11. DECISION MAKING

- The post holder is expected to make day-to-day decisions regarding workload prioritisation, management of incoming enquiries and the escalation of urgent matters where deadlines or service delivery may be impacted. Escalating issues to the Admin Officer as appropriate.

## 12. MOST CHALLENGING PART OF THE JOB

Managing competing priorities and tight deadlines while maintaining a high level of accuracy when processing confidential and sensitive information relating to offenders, court processes, and public protection arrangements.

## 13. GENERAL

**Disclosure/PVG:** Basic Disclosure

**Politically Restricted Post: N/A**

**14. WDC TRAINING**

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. 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**

- Carefirst
- Carejust
- Comino
- Data Protection - GDPR

**Post Descriptor Prepared by: Admin Officer** **Date: November 2026**

# SECTION 2: PERSON SPECIFICATION

| Essential | Desirable |
|---|---|
| **Qualifications/Professional Membership** | |
| English and Maths/Arithmetic (Standard Grade/National 4/5) – or equivalent qualification or experience | ECDL |
| **Training** | |
| **Experience** | |
| Experienced in the use of Microsoft Office, particularly Word and Excel | Experience of taking minutes of a client based nature |
| Experienced minute taker | Experience of working in a Social Work team |
| Previous experience of a busy office environment | Experience of working in the public sector |
| | Cash handling |
| | Paybill |
| | Knowledge of Carefirst |
| **Knowledge and Skill** | |
| Ability to communicate effectively. | |
| Ability to produce accurate and comprehensive minutes of complex meetings including Risk Management Meetings | |
| Ability to Time Manage workload | |
| Must be able to understand issues around confidentiality | |
| Ability to take initiative to ensure understanding of information when taking minutes | |
| **Disposition** | |
| Works with integrity | |
| Ability to maintain effective working relationships | |