JOB DESCRIPTION

Job Title: Senior Clerical Assistant		**JE Ref:** G533
Department: Enabling & Customer Services, Vulnerable Person's Hub	**Band:** 3	**Location:** 122-124 Irish Street, Dumfries, DG1 2PB
Responsible To:	Administrator	
Responsible For:	N/A	
Job Purpose:	To provide a full range of efficient and effective clerical support e.g. word processing, data entry, filing and photocopying in a wide range of settings within the Vulnerable Person's Hub and for Social Work Services.	
Main Responsibilities:	• Through use of initiative and experience deal with enquiries from colleagues and the public. Responding to over the telephone, email and in person to queries as required, in a friendly and helpful manner. • Accurately prepare and present routine correspondence e.g. reports and minutes, and other documents including supporting and recording meetings. • With minimum supervision carry out a wide range of routine clerical duties or tasks associated with a busy office environment e.g. filing and photocopying and scheduling appointments or meetings for others.	
Job Activities:	1) Responding to telephone calls and taking telephone messages quickly, efficiently and accurately. Through use of initiative and experience, ensure that all urgent callers receive an immediate response and transferring calls as appropriate, and providing the provision of reception and switchboard duties as required. 2) From both manuscript and type, prepare distribution lists, reports, minutes, agendas, letters, memoranda, and any other documentation as required using word processing and other relevant software and on occasion audio equipment. 3) Accurately support meetings as required by taking and preparing minutes and reports and preparing and distributing other related correspondence. Maintain up to date records as directed using service related or corporate computer data systems or software. 4) Observe strict confidentiality, exercise tact and discretion in carrying out tasks. Process confidential paper based or computerised information through data input, data retrieval and filing in an accurate and timely way. 5) Undertake clerical duties including filing and photocopying, laminating, shredding sorting, processing and preparation of mail, orders or other relevant paperwork. Taking and organising bookings and meetings, including cars, rooms and facilities and use of record keeping systems. 6) File and archive material as required using the central filing system. 7) Complying with the Council's financial procedures and using the Council's financial software, undertake cash handling and processing of invoices	

	and/or other financial documents as required 8) Ordering supplies and equipment as required through the Council's procurement systems and processes and distribute effectively. 9) Assist with providing an overall efficient clerical service by planning and prioritising own workload, supporting more senior members of the business support team with specific tasks and advising or demonstrating tasks to junior members of staff. 10) To carry out any other duties commensurate with the level and nature of the post as directed and consistent with the job purpose.
Performance Management	***The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.*** • To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.
Prepared by:	**Date:**

Jan 2012 //HR