



Job Description and Employee Specification

Clerical Assistant

Enterprise & Communities

Service:	Enterprise and Communities
Division:	Housing and Communities
Job Title:	Clerical Assistant
Responsible to:	Administrative Assistant/Officer /Locality Housing Manager/Housing Operations Manager
Grade	NLC4
Conditions of Service	SJC
Date of last review:	
<p><u>Job Outline</u></p> <p>The Clerical Assistant reports directly to Administrative Assistant/Officer/Locality Housing Manager/Housing Operations Manager and is responsible for assisting in the provision of a comprehensive administrative and clerical service.</p> <p>A key role will be to provide an administrative and clerical function while supporting the Administrative Officer to ensure all administrative and clerical functions are delivered effectively. This includes the provision of advice and assistance to the public on a full range of housing services.</p>	
<p><u>Main Duties and Responsibilities</u></p> <p>Generic Duties:</p> <ol style="list-style-type: none"> 1. Contribute to the effective service delivery of Enterprise and Communities and represent the service as required maintaining good working relationships with councillors, stakeholders and communities. 2. Comply with legislation and regulations, participate in audit and inspection work and actively support the development of services to meet future legislative and regulatory requirements and changes. 3. Comply with the Employees' Code of Conduct, demonstrating the ethical standards expected of officials in public service and promote a positive and enthusiastic culture based on partnership and team working. 4. Develop skills and experience by participating in the PRD process and attend training courses as required. Where responsible for employees, ensure their participation in the PRD process and create opportunities for learning and development. 5. Ensure that information under your control is collated, processed, held and securely destroyed in accordance with the council's Data Protection policy and legislative requirements. 6. Ensure effective utilisation of financial resources and budgets under your control ensuring compliance with the council's Financial Regulations and Standing Orders. 	

7. Comply with best practice in the field of adult and child protection through compliance with organisational policy and procedure and national standards and through promotion of the adult and child protection agenda.
8. Actively promote equality and diversity to ensure all employees of the council are treated fairly and services of the council are accessible to all people in North Lanarkshire.
9. Respond to emergency situations within the Housing Management service as required.
10. Undertake such duties and responsibilities as may be required in terms of the Health and Safety Acts and related legislation, e.g. Health and Safety at Work Act, 1974.
11. Undertake such delegated duties as may be required by the Council and the Chief Officer (Housing and Communities).

Specific Tasks:

1. Provide and effective and efficient general administration and clerical support to the Housing Management Team, including processing incoming and outgoing mail, photocopying, word processing, filing and maintaining diary systems as required.
2. Facilitate and progress a wide range of internal and external customer enquiries providing appropriate information using CHR, HSMS and other manual or electronic systems.
3. Processing of invoices and maintaining accurate financial recording of all financial information including debt recovery and the production of reports as required.
4. Maintain effective databases for use by the team and the wider housing service.
5. Assist in the delivery of the temporary accommodation service for people experiencing homelessness as appropriate.
6. Provide clerical support and telephony cover for the ASB service as appropriate.
7. Assist in the delivery of the centralised Retirement Housing service for residents within our retirement housing complexes.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

SPECIFICATION	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS/TRAINING			

<ul style="list-style-type: none"> • Educated to standard grade level or equivalent. • Office or administrative qualification/training. • Customer Care Training. 		X X X	Verification/Application Form/Interview
WORK EXPERIENCE <ul style="list-style-type: none"> • Moderate experience working within a clerical/administrative environment. • Experience of typing/word processing. • Moderate clerical/administrative experience. • Experience in a busy team environment. • Experience of dealing with the public. 	X X X	 X X	Application Form/Interview
KNOWLEDGE/SKILL/ABILITY <ul style="list-style-type: none"> • Good communication skills both oral and written. • Ability to work as a member of a team and to be able to use initiative appropriately • Good keyboard skills and knowledge of Microsoft Office • Ability to maintain a high degree of confidentiality regarding all aspects of work • A Sound Knowledge of clerical skills in a busy office • Good organisational skills • Knowledge of Council and Housing services • Ability to meet deadlines/targets 	X X X	 X X X X	Application Form/Interview
PERSONAL QUALITIES/ATTRIBUTES			

<ul style="list-style-type: none"> • Flexible & adaptable. • Calm, pleasant manner. • Able to relate to members of staff and public. • Self motivated. • Enthusiastic 	X X X X X		Application Form/Interview
OTHER <ul style="list-style-type: none"> • 			Application Form/Interview