## JOB PROFILE

**Post Title: Clerical Assistant**

**Post No: A04685**

The Clerical Assistant is responsible through the Team Leader – Engineering and Operations Support to provide clerical support to Marine and Air Operations.

The Clerical Assistant will provide administrative and clerical duties to assist all staff within Marine and Air Operations.

Specific tasks of the Clerical Assistant are:

* To undertake front line reception duties for Marine and Air Operations;
* To be the first point of contact for queries and complaints from the public, SIC Members and other SIC departments. Decide how to deal with the issue and contact appropriate member of staff to resolve it;
* To organise and maintain the Marine and Air filing and documentation system;
* To receive incoming and internal mail and distribute accordingly; collate and issue outgoing mail and send to the vessels, as appropriate;
* To arrange cost effective business travel and accommodation for Marine and Air Operations staff who are attending meetings and moving ships to and from dock on the UK mainland;
* To take minutes at meetings, as required, arrange meetings and issue meeting papers as required;
* To undertake data inputting for the crew list database, the seamanship system and any other computerised management information systems as required;
* To provide recruitment administration for Marine and Air Operations including inputting and accessing information from CHRIS and the recruitment portal;
* To process invoices on Integra on a regular basis;
* To maintain training records for all staff within Marine and Air Operation and liaise with the Marine Superintendent/ HR Training Unit as to when training certificates expire ;
* To maintain all documentation with regard to the ISM (International Safety Management Code). Master manuals updated within the Service and copies sent to each ferry.
* To monitor ENG1 records and inform crew member when to renew; arrange appointment for ENG1 and other certificates by liaising with Route/Senior Masters;
* To maintain and order stationery supplies as required through the Procurement Unit;
* To purchase items of equipment, publications and book travel using the credit card and maintain financial records;
* To process clothing request forms from Ferry Operations staff;
* To provide customer verification for text and e-mail alerts on the ferry information system;
* To maintain accurate records of induction procedures for new staff including pre-employment drug and alcohol test records;
* To contribute to the monitoring of staffing budgets (£5 million per annum) through the preparation and provision of financial information, including any variations, to be used by the Executive Manager in the budget setting exercise;
* To maintain a register of relief staff and liaise with Route/Senior Masters on the deployment of these reliefs;
* To provide clerical support to Masters in their implementation of SIC and MCA standards, policies, procedures and staff welfare matters, as required;
* To provide clerical assistance for the implementation of the Employee Review and Development Policy within Marine and Air Operations, liaising with the Assistant Marine Superintendent, as necessary;
* To ensure staff timesheets, expenses and pay are properly authorised and processed and provide overtime reports for management;
* To ensure special and routine leave requests are properly authorised and processed and confirmed with Payroll;
* To support the Executive Manager in background research and collating of information to assist in preparation of reports prior to agenda management;
* To update management on progress of recruitment exercises and other activities, prior to or at management and working group meetings, as required;
* To participate in the Council’s Emergency Response Team through the provision of management information and communications;

From time to time, the Council may require the post holder to undertake duties outside those specified.

### PERSON SPECIFICATION

**Post Title: Clerical Assistant**

# Post No: A04685

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|  | **ESSENTIAL** | **DESIRABLE** |
| Personal Features/Qualities | Capacity to work under pressureAbility to work accurately across a range of tasksSelf-disciplined and able to work to strict deadlinesAbility to use initiative and work with limited direct supervisionAbility to apply standards consistently |  |
| Relevant Experience | Previous relevant experience in an office environment | Experience of working within Local Government |
| Education | Possession of Highers/SVQ2 in Business Administration or equivalent |  |
| Skills/Ability/Knowledge | Polite & courteous telephone mannerAbility to work as part of a teamGood communication skills both written and oralExcellent IT skills including Word, Excel, AccessMinute taking skills | NumeracyKnowledge of electronic financial management systems |

Allowances: Distant Islands Allowance

Evaluated Grade: F

Date of Evaluation: 31/01/2014

PVG Membership: N

Disclosure Check: N

Date of Last Amendment: 10/08/2021