Job Description and Employee Specification Clerical Assistant/Typist

Adult Health & Social Care and Education & Families

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| **Service:**  | **Adult Heath & Social Care Education & Families** |
| **Division:** | **Social Work Resources** |
| **Job Title:** | **Clerical Assistant/Typist** |
| **Responsible to:** | **Administrative Assistant** |
| **Grade** | **NLC3** |
| **Conditions of Service** | **SJC** |
| **Date of last review:** | **08-2021** |
| **Job Outline**You will provide support to ensure all business and administrative processes are delivered in line with Council and Service standards and contribute to the continuous improvement of delivery in social work. You will support all staff within Headquarters or one of the localities within social work resources. Key duties and responsibilities as detailed below. |
| **Main Duties and Responsibilities**1. To provide clerical/ administrative support to relevant staff within either Headquarters or one of the Localities within Social Work.
2. Reception/switchboard duties as required. Deal with enquiries from the public as appropriate. Including supporting service users, managing behaviours and directing to appropriate supports and other services, i.e. Police Scotland, Housing.
3. General administrative duties including maintaining diaries and arranging meetings (including public protection), liaising with other partner agencies, such as Police Scotland, NHS to ensure critical attendees and timescales are adhered to.
4. Processing incoming/outgoing mail – manually and electronically.
5. Preparing letters, memos, reports and any other relevant correspondence using a variety of software packages.
6. Taking minutes of meetings which ensures the service provides and retains accurate evidence of discussions and decisions of meetings, some of which may be relied upon for statutory and court purposes.
7. Input and recording information onto various digital platforms including service specific database systems and Microsoft packages, including Excel and Outlook.
8. Financial transactions which may include processing cash payments, reconciliation of petty cash and maintenance of imprest accounts; processing of orders and invoices; payment, processing, and reconciliation of service user monies.
9. Extracting data and information from systems to produce management information and summary data.
10. Liaison with other localities and other partner agencies.
11. Respond to unplanned service demands, incorporating a flexible approach and ability to assess and prioritise workload whilst working to deadlines.
12. Comply with North Lanarkshire Council’s Health & Safety at Work procedures and any relevant legislation and to ensure that safe systems of work are used at all times.
13. Any other duties appropriate to the grade as required by management.

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. |

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| **SPECIFICATION** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS/TRAINING** |  |  |  |
| * Educated to standard grade.
* Officer or administrative qualification/training.
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| **WORK EXPERIENCE** |  |  |  |
| * Moderate experience within an admin/clerical environment.
 | X |  | Application Form/Interview |
| * Experience of typing/word processing.
* Clerical experience in a busy office environment.
 | X | X | Application Form/InterviewApplication Form/Interview |
| **KNOWLEDGE/SKILL/ABILITY** |  |  |  |
| * Clerical/administrative skills.
* 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 Information Technology skills.
* Knowledge of Microsoft Office.
* Ability to maintain a high degree of confidentiality regarding all aspects of work
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| * Good organisational skills.
* Knowledge of Human Resources policies and procedures.
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| **PERSONAL QUALITIES/ATTRIBUTES** |  |  |  |
| * Flexible and adaptable.
* Calm, pleasant manner.
* Able to relate to members of staff and public
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| * Self motivated
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| * Enthusiastic
 | X |  |  |
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| **OTHER** |  |  |  |
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