

## Role Profile

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<b>Post Title:</b>	<b>Clerical Officer</b>
<b>Grade:</b>	<b>4</b>
<b>Date Created:</b>	<b>11<sup>th</sup> March 2019</b>

## ROLE DEFINITION

To provide a comprehensive and efficient administrative support service to the North Ayrshire Health and Social Care Partnership.

## KEY TASKS AND RESPONSIBILITIES

### Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

### Role Specific Tasks & Responsibilities

- Provide a high quality customer focused reception service.
- Deal directly with queries from colleagues and customers who may be either internal or external, through appropriate communication.
- Entering, filling, retrieving and maintaining data from a range of computerised and manual systems, maintaining confidentiality and sensitivity where appropriate.
- Produce correspondence, reports and presentations to ensure clear records are maintained and delivered within agreed standards and timescales.
- Organise / support the organisation of multi-disciplinary meetings and events, taking and transcribing complex minutes.
- Ordering supplies and / or stock control, processing invoices, handling cash all in accordance with North Ayrshire Council financial procedures.
- Undertake mail duties, receiving and dispatching mail on behalf of the partnership as appropriate.
- Ensure that policies on Records and Information Management are strictly adhered to.



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- May be required to supervise, instruct, allocate and check the work of the team.



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### ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>SVQ Level 2 in Business Administration, or equivalent OR equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>SVQ Level 3 in Business Administration, or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Administration and reception</li> <li>Microsoft Office</li> <li>Minute taking in complex meetings and transcribing minutes within set timescales</li> <li>Dealing with members of the public</li> </ul>	<ul style="list-style-type: none"> <li>Health and Social Care environment</li> <li>Operating in a busy and challenging environment</li> <li>Carefirst system</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>References</li> <li>Interview</li> </ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of confidentiality and data protection</li> </ul>	<ul style="list-style-type: none"> <li>Information management and record keeping</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>Pre/Post-Interview Check (if appropriate)</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Customer service skills</li> <li>Written and verbal communication skills</li> <li>Interpersonal skills</li> <li>Attention to detail</li> <li>Ability to meet deadlines</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>References</li> <li>Interview</li> </ul>



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Other	<ul style="list-style-type: none"><li>• Commitment to continuous learning</li></ul>	<ul style="list-style-type: none"><li>• Willing to work flexibly</li></ul>	<ul style="list-style-type: none"><li>• Application Form</li><li>• Interview</li><li>• Pre/Post-Interview Check (if appropriate)</li></ul>
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*Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.*



## OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<p><b><u>Focus</u></b>            we put our customers first            we understand the bigger picture</p>	<ul style="list-style-type: none"> <li>• Provide excellent customer services</li> <li>• Meet and, where possible, exceed the expectations of internal and external customers</li> <li>• Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these</li> <li>• Know how the work we do fits into the overall performance of the Council</li> </ul>
<p><b><u>Passion</u></b>            we take pride in the jobs we do            we are ambitious for our community</p>	<ul style="list-style-type: none"> <li>• Take ownership of our own actions and performance</li> <li>• Reflect on the work we do and consider how it could be improved</li> <li>• Have a positive impact on the lives of our customers and their communities</li> <li>• Push the boundaries to help our customers and communities realise their potential</li> </ul>
<p><b><u>Inspiration</u></b>            we all look for better ways to deliver our services            we achieve the best results by working together</p>	<ul style="list-style-type: none"> <li>• Find new ways to deliver improvements, efficiencies and value for money</li> <li>• Embrace change with enthusiasm and creative ideas</li> <li>• Work together and creatively produce the best outcomes for our customers and communities</li> <li>• Plan all activities with the end goal in mind</li> </ul>

