

1. **POST TITLE:** Clerical Officer/Receptionist
2. **POST NUMBER:**
3. **GRADE:** Grade 3 (JE Ref No: N9389)
4. **LOCATION:** Any County Council building within County Durham.

5. RELEVANT TO THIS POST:

Flexible Working: Subject to service needs the council's flexible working policy is applicable to this post.

Disclosure & Barring Service: Enhanced Level

6. ORGANISATIONAL RELATIONSHIPS:

The Clerical Officer/Receptionist is accountable to the Team Leader, Locality Operational Support.

7. DESCRIPTION OF ROLE:

To provide a professional receptionist and general administrative service which will assist the delivery of a high quality service which meets the needs of children, young people and families.

8. DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:

The post-holder will be required to:

- Provide a professional receptionist service;
- Provide core administrative functions to support the work of the Specialist Teams;
- Carry out other duties commensurate with the grade of the post

Receptionist Duties:

- Provide a professional, effective and efficient front line response to visitors, callers and users of the Service;
- Ensure all initial queries are dealt with efficiently and courteously;
- Deal effectively with incoming telephone calls and enquiries;
- Deal effectively with all face to face enquiries;
- Organise and produce information for display boards, including maintaining an up to date supply of leaflets;
- Maintain and ensure the reception area is welcoming at all times.

Administrative Duties:

- Support the OPS/FF staff in the locality in the provision of general clerical and administrative support;
- General typing duties – reports, letters, genograms, chronologies etc.
- Assist with the with incoming & outgoing correspondence;
- Assist with the checking of stock levels and maintaining and ordering office stationery/equipment/leaflets;
- Create and maintain manual and electronic filing systems in accordance with appropriate File Management Procedures;

- Problem solving / reporting in relation to photocopier, PC's and general IT navigation and building repairs;
- To provide a backup support service to the issuing of petty cash
- Be flexible and provide support cover as necessary.

Administrative Support for Meetings/Team Activity:

- Assist with the administration and coordination of meetings, production of papers, schedules, venue bookings;
- To attend meetings and take minutes as required;
- To liaise with the Volunteer Driver Service on behalf of the specialist teams;
- To take the lead on the co-ordination of room bookings, and update the electronic calendar as required;
- To assist with the administration of area activities and events, including the setting up of rooms

Management Information & IT Systems:

- Retrieval and transfer of records including Dip/SSID/Connect etc as required by the team;
- To ensure that accurate data entry is completed within timescales using designated IT systems;
- Prepare, scan and retrieve documents using the Dip system.

Communication:

- To provide a professional and courteous "first point of contact" for all services and service users contacting the team;
- Ensure all calls are handled efficiently and effectively;
- To ensure the receipt and forwarding of secure electronic correspondence to the appropriate personnel;
- To lead on the sorting, distribution and dispatching of incoming and outgoing mail, including the accurate logging and posting of secure postal items.

Buildings Management:

- To report any building related issues to the Admin Officer;
- Assist the Admin Officer in ensuring that the appropriate documentation is completed and general health and safety requirements are met;
- In the absence of the Admin Officer, to take a lead on the co-ordination of administrative tasks.

9. COMMON DUTIES AND RESPONSIBILITIES:

9.1 Quality Assurance

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 Communication

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 Professional Practice

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 Health and Safety

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 General Management (where applicable)

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 Financial Management (where applicable)

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 Appraisal

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 Equality and Diversity

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 Confidentiality

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 Induction

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification: Clerical Officer/Receptionist

	Essential	Desirable	Method of Assessment
Qualification	<ul style="list-style-type: none"> Minimum of 4 GCSE or GCE 'O' Levels (minimum A-c or equivalent) or CSE (Grade 1 only), including English Language or Literature or GNVQ intermediate Level or NVQ Level 2 in a related subject 	<ul style="list-style-type: none"> NVQ Level 3 in Business Administration 	Application form
Experience	<ul style="list-style-type: none"> Experience of working with the public in a reception environment Dealing with customer enquiries both on the telephone and face to face Experience of providing a range of administrative duties Experience of maintaining both electronic and manual filing systems Minute Taking Financial procedures, petty cash etc Maintaining a busy room booking system 	<ul style="list-style-type: none"> Working within a Children's Services environment 	Application form Selection Process Pre-employment checks
Skills / Knowledge	<ul style="list-style-type: none"> Excellent interpersonal skills Excellent organisational skills Excellent communication skills Excellent IT skills including use of all the Microsoft packages Excellent keyboard skills, with a minimum requirement of 35 wpm Ability to work as part of a team Being able to work on your own initiative Being able to multi-task Numerate and Literate 	<ul style="list-style-type: none"> Knowledge of one or more of the services that this role supports Experience of using SSID, Dip etc Knowledge of Data Protection and Caldicott Principles 	Application form Selection Process Pre-employment checks
Personal Qualities	<ul style="list-style-type: none"> A genuine interest in children, young people and families Resilient Adaptable to change Flexible Pleasant and helpful 		Application form Selection Process Pre-employment checks