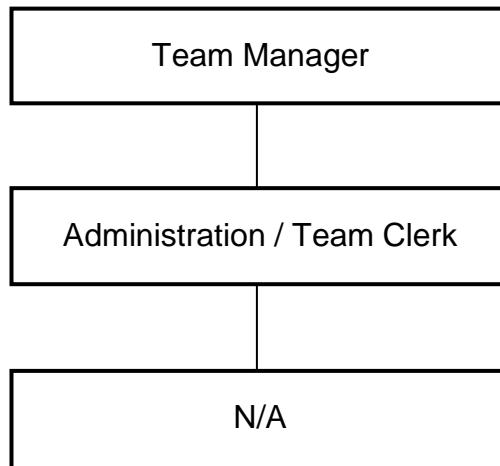




# Job Description & Person Specification

<b>Post Title</b>	Administration Clerk / Team Member				
<b>JE Reference</b>	A2376	<b>Grade</b>	B+	<b>SCP Range</b>	11 – 13

**Reporting line:**



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**Job Purpose:**

To provide administrative support to the team, displaying excellent levels of customer service.

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**Relationships:**

**Accountable to:** Team Manager

**Accountable for:** N/A

**General Contacts:** All team members are expected to demonstrate excellent team working and networking abilities with a range of client groups.

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**Key duties and responsibilities:**

All Administration Clerk / Team Member are expected to perform a range of administrative and clerical duties in consultation with the Team Manager including:

1. Collating and processing manual and computerised information in accordance with the team's approved procedures.
2. Inputting, updating and retrieval of information stored within appropriate databases and/or system(s).
3. Maintaining records and filing systems.

4. Sorting and distributing incoming and outgoing mail.
  5. Responding to face-to-face, telephone, or written enquiries from both internal and external sources.
  6. Ensuring that general queries, problems and / or situations are concluded effectively or where necessary that the more complex cases are handed over to an appropriate officer.
  7. Occasional mentoring and coaching of new members of the team.
  8. Occasional handling and / or processing of small amounts of cash or near-cash equivalents.
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#### **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
  2. To ensure that the Council's corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
  3. To partake in the Council's and Directorate's staff training and development policies as well as the Council's system of performance appraisal
  4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
  5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.
  6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
  7. To ensure the highest standards of customer care are met at all times
  8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
  9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
  10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.
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## PERSON SPECIFICATION


JOB TITLE	GRADE
Administration Clerk / Team Member	B+

### **NOTE TO APPLICANTS**

Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

CRITERIA	NECESSARY REQUIREMENTS		* M.O.A.
	Essential	Desirable	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Awareness of administrative / clerical practices and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Working experience of administrative / clerical practices and procedures appropriate to the post</li> </ul>	A, I
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Able to use Microsoft word and excel confidently as well as email packages such as Microsoft Outlook</li> <li>Ability to use databases</li> <li>Communication skills that promote the service to its customers</li> <li>Ability to work as part of a team</li> <li>Literacy skills appropriate to the duties of the post such as the ability to compose well structured sentences and spell competently</li> <li>Numeracy skills appropriate to the duties of the post for example the ability to calculate using decimals and percentages</li> <li>Ability to display excellent attention to detail and creativity in day-to-day tasks and</li> </ul>	<ul style="list-style-type: none"> <li>A proven ability to use Microsoft packages such as Word and Excel</li> <li>A proven ability to interrogate databases &amp; retrieve information from them (not just inputting)</li> <li>A certificate that demonstrates an ability to use modern computer systems, for example the European Computer Driving License (EDCL) or equivalent</li> <li>Proven communication skills</li> <li>Proven success as a team worker</li> <li>GCSE Maths and English OR an equivalent certification of achievement OR ability to apply these skills in a</li> </ul>	A, I

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	duties. <ul style="list-style-type: none"> <li>• Ability to empathise and respond sensitively to differing customer needs</li> </ul>	practical setting	
<b>EDUCATION/ QUALIFICATIONS/ KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• NVQ Level 2 or equivalent administration qualification / vocational experience</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 3 or equivalent administration qualification / experience</li> </ul>	A, I, C
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours</li> <li>• Commitment to own continuous personal and professional development</li> <li>• Strong team player, committed to an ethos of continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of own continuous personal and professional development</li> </ul> 	A, I, C
<b>COMMITMENT TO EQUAL OPPORTUNITIES</b>	<ul style="list-style-type: none"> <li>• Commitment to equal opportunities and the ability to recognise the needs of different service users</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of having completed training in equality and diversity awareness</li> </ul>	A, I
<b>COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Commitment to provide a customer-focussed service</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of surpassing customer expectations or service targets / goals</li> </ul>	A, I

#### METHOD OF ASSESSMENT: (\*M.O.A.)

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE  
R = REFERENCE

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