

Northumberland County Council
JOB DESCRIPTION

Post Title: Clerical Assistant (Safeguarding Support)		Director/Service/Sector: Wellbeing & Community Health Services		Office Use
Grade: Band 2		Workplace: District Office		JE ref: 2045 HRMS ref:
Responsible to: District Administrative Manager		Date:	Manager Level	
Job Purpose: To provide a clerical and typing service supporting Safeguarding and Looked After Children services.				
Resources	Staff	None.		
	Finance	Handling cheques, invoices and petty cash.		
	Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Ordering and stock control. Updating electronic client records.		
	Clients	Reception/Telephone – first point of contact/directing members of the public/service users.		
Duties and key result areas: <ol style="list-style-type: none"> 1. Receive telephone calls, deal with visitors, take messages and answer enquiries and signpost as necessary in compliance with the service's customer care standards. 2. In accordance with service demands provide office administration tasks such as typing, petty cash, photocopying, scanning and uploading on to electronic client records. Archiving client files and documents where necessary. 3. Maintain information systems such as filing, booking systems, client records ensuring accuracy, confidentiality, ease of use and rapid access. 4. Deal with incoming and outgoing post in accordance with established procedures, ensuring that cheques and money orders arriving or leaving by the postal system are dealt with according to financial procedures. 5. Gather and enter data into spreadsheets, databases and other electronic information storage systems, extract and distribute information as directed. 6. Act as a key operator for general office equipment, booking service calls to ensure continuity of service. 7. Monitor and maintain stocks of consumables, issue items, check incoming goods against orders and when required raise orders for authorisation in accordance with financial standing orders. 8. Receiving and sending of secure emails in accordance with the Data Protection Policy 9. Communicate with external sources as necessary, 10. Prepare materials for various meetings. 11. Organise taxis, air and rail travel and accommodation using the appropriate online booking system 12. To participate in the induction of new staff. 13. Arrange meetings, attending and taking accurate, straightforward notes as requested. 14. Process accounts for payment and reconciliation. 15. Petty cash services and reconciliation. 16. Other duties appropriate to the nature, level and grade of the post. <p>The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</p>				
Work Arrangements				
Transport requirements:		Occasional need to travel to other service locations to provide cover, attend training etc.		
Working patterns:		Normal office hours - use of flexible hours in accordance with procedures.		
Working conditions:		Office based.		

PERSON SPECIFICATION

Post Title: Clerical Assistant (Safeguarding Support)		Director/Service/Sector: LAC & Safeguarding	Ref: 2045
Essential	Assess by	Desirable	Assess by
Qualifications and Knowledge			
Typing/Text/Word Processing qualification or equivalent experience. GCSE/O'level in Maths and English. (Grades A-C) or Level 2 Key Skills/Functional Skills Literacy and Numeracy. Recent experience in similar position or a completed Apprenticeship	(a) (t) (a) (a)	NVQ Level 1 or equivalent in a business related discipline. RSA I Typing/Text/Word Processing or equivalent. Additional qualifications in Word Processing and Spreadsheets.	(a) (a) (a)
Experience			
Telephone and reception duties in an office environment. Operating a PC using WP and Google systems.	(a) (i) (a) (i)	Experience of: computer data input, using spreadsheets, cash handling and processing financial documentation.	(i)
Skills and competencies			
Good listening skills. Good written and verbal communication skills. Ability to work within a clear policy of confidentiality. Meeting deadlines. Literacy skills sufficient to read text and write straightforward sentences. An understanding of spelling, grammar and punctuation. Numeracy skills sufficient to undertake straightforward arithmetic functions. Able to follow instructions and procedures without constant supervision.	(i) (i) (i) (i) (i) (i) (i) (i)	Experience of working with the public.	(i)
Physical, mental and emotional demands			
Normally works in a seated position with some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. Contact with clients or colleagues may result in some emotional demands. Reliable, resilient and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.			
Other			

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits.