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| **Job Description** | |
| **Post title** | Clerical Support Officer |
| **JE Reference No** | A5952 |
| **Grade** | Grade 2 |
| **Service** | Transformation and Partnerships |
| **Service Area** | Business Support |
| **Reporting to** | Business Services Team Leader (Area Based) |
| **Location** | Your normal place of work will be Newton Aycliffe One Point Hub, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to an **enhanced disclosure**. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The purpose of the post is to ensure effective administration support to teams within Newton Aycliffe One Point Hub and the wider services where necessary.

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| **Duties and responsibilities** |

* Answer incoming telephone calls and take accurate messages·
* Greet visitors
* Room bookings
* Open and distribute incoming mail and process outgoing mail
* Update electronic system with movements/whereabouts of staff
* Log and distribute incoming faxes in accordance, with procedures
* Input and retrieve information from Liquid Logic
* Create and maintain manual and electronic filing systems in accordance with appropriate File

Management Procedures;

* Provide a professional typing service producing a range of documents, including letters, reports and presentations;
* Ensure that the master copies of information are kept up to date and maintained;
* Issue and check petty cash; ·
* Problem solving*I*reporting in relation to MFD, PC's and general IT navigation and building repairs;.
* Assist with ordering and distributing stationery items, carrying out stock checks of stationery and equipment.
* Photocopying, binding, laminating, scanning of documents;
* Assist with Information for Events relating to the Service and updating poster and leaflet displays;
* Ensure documents and Information are kept safe and secure in line with GDPR, Data Protection and Caldicott requirements; ·
* Monitor the admin shared inbox and secure e-mails received from other agencies;
* Carry out other duties commensurate with the grade of the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * 4 GCSEs (A-C grades including English Language or Literature), or GVVQ Intermediate in Business) or NVQ 2 Business (or equavalent/relevant subject) | * Typinig/word processing qualifications * NVQ Busienss Administration Level 3 or equivalent/relevant subject |
| Experience | * Experience of working within a busy office environment * Experience of I.T. Packages including Micrsoft Office | * Typing speed of 35 wpm * Experience of using Liquid Logic |
| Skills & Knowledge | * Excellent Communication Skills * Ability to work under pressure and to deadlines * Accuracy * Good interpersonal skills * Excellent organisational skills * Good computer/keyboard skills * Ability to work as part of a team | * Manage time effectivly * Can make, file and retrieve reecords efficiently |
| Personal Qualities | * Flexible approach to work * Commitment to the provision of a quality service * Positive attitude towards customer care * Use initiative to assist in problem solving * Enthusiastic and eager to learn * Keep informaiton secure and confidential * Patience * Resopond quickly to telephone calls and messages and pass on information promptly to other colleagues | * Put the users of you services first |