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| **Job Description** | |
| **Post title** | Clerical Officer |
| **JE Reference No** | A4735 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | The Office Manager |
| **Location** | Broom Cottages Primary & Nursery School, Ferryhill |
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| **DBS** | This post is subject to an enhanced DBS check. |
| **Flexitime** | Subject to service needs the Council’s flexible working policy is applicable to this post. |
| **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 postholder will be responsible for providing administrative support to the Service teams based at Broom Cottages Primary & Nursery School, Ferryhill. Because of the nature of the post, the postholder will work closely with colleagues throughout the SEND & Inclusion Service.

Under the direction of the Office Manager, the postholder will provide clerical and administrative support to facilitate the day to day running of the Service and will make up part of the wider administration team for the SEND and Inclusion Service.

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| **Duties and responsibilities** |

**Administrative Tasks and Clerical Support**

* To open mail and e-mail systems and process incoming letters, e-mails and reports
* To receive visitors and act as the front line person for the Service when making and answering telephone calls
* To process telephone messages e.g. making written records of messages, contacting staff when off-site etc.
* To maintain manual and computerised personnel records including annual leave, flexitime, mileage claims, records of staff timetables and databases of relevant Service information including DBS dates/numbers, Child Protection training, emergency contacts and pay progression etc.
* To place documents on the Service page of the Durham Learning Gateway
* To distribute Personal Education Plans to young people, parents/carers, social workers and schools
* To manage and monitor Access Technology equipment
* To maintain and update equipment and telephone logs
* To administer petty cash in accordance with DCC procedures and guidelines.
* To provide clerical support to the managers and staff in the Service e.g.
  + - * + Word processing
        + Photocopying
        + Managing filing systems
        + Assisting in management of resources
        + Monitoring stationery supplies and re-ordering when required
        + Assist in the administering of the recruitment processes for staff
        + Assisting in the organisation of team meetings and in-service training events including preparing materials, booking venues, organising refreshments, attendance lists and summarising evaluations
        + Take minutes at meetings
* To undertake any training required to fulfil the administrative role.

**Administrative Support to the Senior Management Team**

* To provide direct administrative support to the SEND & Inclusion Service senior management team
* To provide direct administrative support to the Office Manager

**Financial Support**

* To use the Oracle system to place and track orders
* To process supplies and services under relevant cost centres and keep records of purchase orders, invoices, payments and petty cash
* Maintain a database of orders, supplies and cost centre balances.

**Data support**

* To access data, information and reports on the ONE system
* To enter data and retrieve information on the Looked After Children database

**The postholder will:**

Undertake such other duties which may, from time to time be allocated, 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 | BTEC National in Public Administration or NVQ Level 3 in Business Administration  (or equivalent level of qualification) | RSA III Word Processing and/or Typing |
| Experience | Experience of attending meetings and preparing concise and accurate minutes  Experience of dealing with people and understanding people’s needs  Excellent telephone manner  Ability to maintain all aspects of confidentiality | Experience of supervising staff  Knowledge of Access and Desk Top Publishing  Working with a variety of agencies  Experience of working in a busy office  Financial procedures such as petty cash and procurement |
| Skills & Knowledge | Good organisational skills  Ability to establish effective administrative systems  Good communication skills both oral and written  Good interpersonal skills  Sound working knowledge of Microsoft Office including Word and Excel together with PowerPoint and Access. | Ability to travel to and between various sites within the County  Knowledge of recruitment and selection procedures  Knowledge of stock monitoring and inventories |
| Personal Qualities | Ability to work as part of a team with a flexible approach  High level of energy, enthusiasm and commitment  Ability to work independently and manage own workload prioritising as necessary  Ability to prioritise work  Ability to produce accurate, high quality work  Ability to work to tight deadlines and under pressure  Willingness to work flexible hours  Good timekeeping  A commitment to further training to improve personal skills and development  An understanding of and commitment to equal opportunities and anti-discriminatory practices.  Understanding of confidentiality and data protection issues |  |