



## **Job profile**

### **Senior Clerk**

#### **Grade D**

**Group:** Public Health and Wellbeing

**Service:** Library, Arts and Heritage

**Location:** Gateshead Central Library

**Line Manager:** Library Support Officer

**Car User Status:**

#### **Job Purpose**

To provide administration and clerical support to the Library and Arts Service as required. To act as a central point for internal and external customer enquiries and offering relevant advice.

#### **The key roles of this post will include:**

- To supervise and develop employees as required, to ensure an effective delivery of the service.
- To coordinate and/or provide general clerical support to ensure an effective and efficient service is provided.
- To provide a high level of customer service to internal service users, members of the public and external organisations. Respond professionally, effectively and accurately to enquires and complaints from customers and colleagues including verbally, written and via email.
- To coordinate and update manual and computerised records to ensure a high level of accuracy is maintained and data and reports are produced as and when required.
- Process all confidential and sensitive data in line with the Data Protection Act and GDPR regulations.
- To undertake and be responsible for elements of financial administration and/or procedures to comply with financial requirements.
- Such other responsibilities allocated which are appropriate to the grade of the post.



## **Knowledge & Qualifications**

### **Essential:**

#### Knowledge

- Effective IT skills - including working knowledge of the Microsoft Office Package Preparing standard reports, minutes and general correspondence

#### Experience

- Relevant Administration Experience
- Working with the general public and being committed to customer care, challenging people and dealing with difficult situations
- Working as part of a team and using own initiative when required
- Effective negotiation and communication skills both verbal and written.
- Excellent organisational and time management skills with the ability to prioritise workload to meet deadlines
- Data inputting, record keeping and monitoring in a range of databases
- Applying a methodical approach to problem solving
- Successful development and monitoring of administrative procedures and processes

#### Qualifications

- 4 GCSE's or equivalent at Grade 9-4 / A- C or relevant demonstratable experience

### **Desirable:**

#### Knowledge

#### Experience

- Experience of working in a Local Authority environment
- Working under pressure and with minimum direct supervision
- Ability to meet deadlines, self-evaluate learning needs and seek professional development
- Experience of dealing with simultaneous and often conflicting demands from more than one person.
- Ability to handle sensitive and confidential information and issues appropriately

#### Qualifications

- Word processing
- NVQ Level 3, or equivalent or above



## Competencies

### **Customer Focus**

Puts the customer first and provides excellent service to both internal and external customers

### **Communication**

Uses appropriate methods to express information in a clear and concise way to make sure people understand

### **Team Working**

Works with others to achieve results and develop good working relationships

### **Making things happen**

Takes responsibility for personal organisation and achieving results

### **Flexibility**

Adapts to change and works effectively in a variety of situations

### **Learning and Development**

Actively improves by developing and applying new skills and knowledge and learns from past experiences