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| **Job Description** |
| **Post title** | Clerical Officer/Receptionist |
| **JE Reference No** | N9389 |
| **Grade** | 3 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | Team Leader, Service Support |
| **Location** | Your normal place of work will be as detailed in the advert but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a 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** |

To provide a professional receptionist and general administrative service which will assist the delivery of a high quality service which meets the needs of children, young people and families.

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| **Duties and responsibilities** |

The post-holder will be required to:

* + - Provide a professional receptionist service;
		- Provide core administrative functions to support the work of the Specialist Teams;
		- Carry out other duties commensurate with the grade of the post

**Receptionist Duties:**

* + - Provide a professional, effective and efficient front line response to visitors, callers and users of the Service;
		- Ensure all initial queries are dealt with efficiently and courteously;
		- Deal effectively with incoming telephone calls and enquiries;
		- Deal effectively with all face to face enquiries;
		- Organise and produce information for display boards, including maintaining an up to date supply of leaflets;
		- Maintain and ensure the reception area is welcoming at all times.

**Administrative Duties:**

* + - Support the OPS/FF staff in the locality in the provision of general clerical and administrative support;
		- General typing duties – reports, letters, genograms, chronologies etc.
		- Assist with the with incoming & outgoing correspondence;
		- Assist with the checking of stock levels and maintaining and ordering office stationery/equipment/leaflets;
		- Create and maintain manual and electronic filing systems in accordance with appropriate File Management Procedures;
		- Problem solving / reporting in relation to photocopier, PC’s and general IT navigation and building repairs;
		- To provide a backup support service to the issuing of petty cash
		- Be flexible and provide support cover as necessary.

**Administrative Support for Meetings/Team Activity:**

* + - Assist with the administration and coordination of meetings, production of papers, schedules, venue bookings;
		- To attend meetings and take minutes as required;
		- To liaise with the Volunteer Driver Service on behalf of the specialist teams;
		- To take the lead on the co-ordination of room bookings, and update the electronic calendar as required;
		- To assist with the administration of area activities and events, including the setting up of rooms

**Management Information & IT Systems:**

* + - Retrieval and transfer of records including Dip/SSID/Connect etc as required by the team;
		- To ensure that accurate data entry is completed within timescales using designated IT systems;
		- Prepare, scan and retrieve documents using the Dip system.

**Communication:**

* + - To provide a professional and courteous “first point of contact” for all services and service users contacting the team;
		- Ensure all calls are handled efficiently and effectively;
		- To ensure the receipt and forwarding of secure electronic correspondence to the appropriate personnel;
		- To lead on the sorting, distribution and dispatching of incoming and outgoing mail, including the accurate logging and posting of secure postal items.

 **Buildings Management:**

* + - To report any building related issues to the Admin Officer;
		- Assist the Admin Officer in ensuring that the appropriate documentation is completed and general health and safety requirements are met;
		- In the absence of the Admin Officer, to take a lead on the co-ordination of administrative tasks.

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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 | * Minimum of 4 GCSEs (Graded A-C) including English Language or Literature or NVQ Level 2 in a related subject or equivalent
 | * NVQ Level 3 in Business Administration
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| Experience | * Experience of working with the public in a reception environment
* Dealing with customer enquiries both on the telephone and face to face
* Experience of providing a range of administrative duties
* Experience of maintaining both electronic and manual filing systems
* Minute Taking
* Financial procedures, petty cash etc
* Maintaining a busy room booking system
 | * Working within a Children’s Services environment
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| Skills & Knowledge | * Excellent interpersonal skills
* Excellent organisational skills
* Excellent communication skills
* Excellent IT skills including use of all the Microsoft packages
* Excellent keyboard skills, with a minimum requirement of 35 wpm
* Ability to work as part of a team
* Being able to work on your own initiative
* Being able to multi-task
* Numerate and Literate
 | * Knowledge of one or more of the services that this role supports
* Experience of using SSID, Dip etc
* Knowledge of Data Protection and Caldicott Principles
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| Personal Qualities | * A genuine interest in children, young people and families
* Resilient
* Adaptable to change
* Flexible approach to work
* Pleasant and helpful
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