Sunderland City Council

Job Description

Job title	**Customer Enabling Services Assistant**
Salary, Grade and SCP	Grade 1 – SCP 3 to 4
Service/Team	Customer Enabling Services
Responsible to	Customer Enabling Services Manager
Responsible for staff/equipment	N/A
Main purpose of job	To provide Transactional Support within the Council in accordance with developed systems, statutory procedures, legislation, corporate standards, and policies. Undertake transactional functions, for example, processing/inputting financial and non-financial data, indexing documents, maintain and update data across a range of software systems. May be required to work in a variety of locations covering different functions as required by the Customer Enabling Services Manager.
Key responsibilities	Categorise and organise activities in line with the priorities provided by the Customer Enabling Services Manager. Ensure personal compliance with all regulatory and policy guidelines. Handle confidential information sensitively and appropriately. Forward complex requests to the appropriate Customer Enabling Services Manager for clarification. Maintain relevant records as required by Council procedures and legislation. May be required to work in a variety of locations covering different function as required by the Customer Enabling Services Manager.
Key tasks	Provide a range of clerical and financial functions to support the delivery of council services. Maintain information systems ensuring a high degree of accuracy in order to ensure that information is correctly recorded.

	Identify, collect, verify, collate and categorise basic information or data for use by others. Provide front of house cover, meeting and greeting clients. Typing reports using audio equipment. Sorting and distributing incoming and outgoing post. Filing and retrieving a wide range of documents both paper based and electronic. Input and update data to meet data management and service monitoring requirements. Provide basic information and support to clients, customers and employees to support the efficient and effective running of the service. Forward complex requests to the Customer Enabling Services Manager for clarification.
Other duties/specific policies e.g. DBS	The post holder must carry out their duties with full regard to the Council's Equal Opportunities Policy, Code of Conduct and all other Council Policies. The post holder must comply with the Council's Health and safety rules and regulations and with Health and Safety legislation. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.

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