

Job Description

Department: Strategic Resources

Division/Section: Business Support

Job Title: Business Support Clerical Assistant

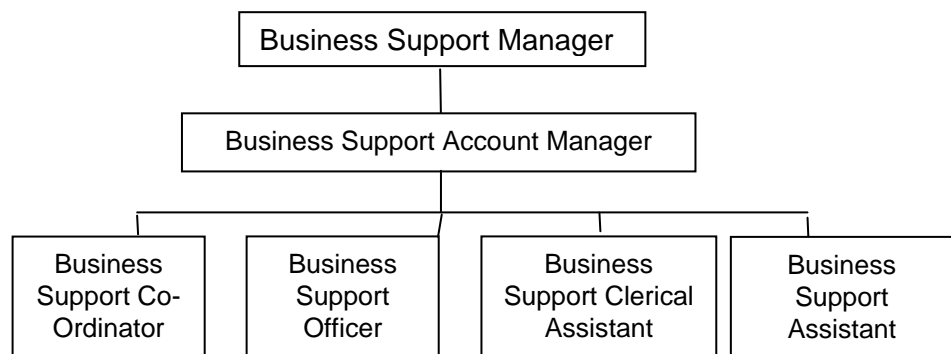
Post No:

Grade: 1

Reports to: Business Support Account Manager

Organisation Chart:

Show immediate manager and any jobs reporting to this post, including grades.



CRB Check applicable?

Standard Enhanced None

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes No

Line Management responsibility for:

No. of direct reports: None

No. of indirect reports: None

Size of budget:

Not applicable

Job Purpose:

Within the corporate management framework, to:

- Work under the general direction of Work Based Learning Officer, Placement Supervisor and assessor
- Contribute to the objectives of the service area, directorate and council
- Undertake the service specific duties as outlined in this job description

Main Duties and Responsibilities:

1. **To ensure the effective use of all relevant resources (i.e. people, finance and assets):-**
 - To work as a member of a self managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues.
 - To advise the line manager about possible future service needs to make

- To make sure that all resources are adequately planned for and managed.
- To make sure that any financial resources or assets are used effectively.
- To continuously develop own skills and knowledge in accordance with the Council's development framework and any professional requirements.

2. **To support the Supervisor in delivering change:-**
 - To support the delivery of the Council's 'Main Aims' and to promote its 'Core Values'.
 - To recommend and contribute to the implementation of any necessary changes in service delivery, operating flexibly to meet such changes.
3. **To work effectively with others:-**
 - To develop and sustain effective working relationships with all internal and external stakeholders and contacts.
4. **To contribute to the delivery of high performing services:-**
 - To contribute to the achievement of the Council's performance management framework, especially team plans and personal objectives.
 - To be aware of and comply with health and safety requirements.
5. **To contribute to the corporate focus:-**
 - To comply with corporate policies and procedures, as appropriate for example financial regulations and personnel policies.
 - To contribute to effective internal and external communications.
- 6 **To create value for customers:-**
 - To promote and practice a high standard of customer care.
 - To liaise with others across the organisation to meet customer needs and demands.

Service Specific Activities: will vary according to individual Placements

- Work towards completion of NVQ Level 2 in Business Administration
- Attend College to complete Technical Certificate and Key Skills
- Work in placements on a rotational basis providing administrative support and gathering work-based evidence towards the completion of NVQ portfolio
- Undertake workplace functions to support your placement supervisor in the delivering of service plans.
- Attend internal training courses to work towards completion of NVQ
- Attend regular progress and review meetings with Reviewer, Supervisors and Assessors
- Agree and work towards completion of an individual learning plan
- To make and receive telephone calls & faxes
- To research, prepare, print, photocopy and distribute documents,
- To maintain and develop paper based and e filing systems
- To maintain schedules and co-ordinate activities and resources such as group or individual diaries, holiday rotas, location charts or booking systems
- To organize, support and record meetings such as taking notes, and recording proceedings
- To support the use of office appliances, information technology systems by identifying consumables (such as toner or cartridges) & installing basic requirements such as printers or scanners
- To undertake any other admin jobs related tasks as required

Generic Responsibilities:

To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the

employer.

Flexibility Clause: Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: 28/01/09 **COMPLETED BY:** Karen Harrington

Person Specification

JOB TITLE: Business Support Clerical Assistant **POST NO:**

GRADE: **DEPARTMENT:** Strategic Resources

HOURS: 37 hours per week

DIVISION: Business Support **DIRECTOR:** John Harrison

DATE: 28 January 2009 **COMPLETED BY:** Karen Harrington

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge of the City Council 	<ul style="list-style-type: none"> Knowledge of administration requirements
SKILLS & ABILITIES	<ul style="list-style-type: none"> Ability to meet deadlines and prioritise day to day workloads Ability to communicate effectively both orally and written Ability to follow set procedures Ability to use your own initiative and show 	<ul style="list-style-type: none"> Interest in Local Government Ability to use Telephone and IT Systems Ability to deal with change
EXPERIENCE	<ul style="list-style-type: none"> Experience of working (including any work experience, voluntary, weekend, part time work or school associated activities) Experience of using Microsoft Office 	<ul style="list-style-type: none"> Experience of Administration work Experience in Customer Service Experience of IT Software programs
QUALIFICATIONS	<ul style="list-style-type: none"> GCSE's or equivalent 	<ul style="list-style-type: none"> A levels
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> Able to work flexibly to meet the requirements of the post and the needs of the service. 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]