

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Clerical Officer |
| HBC Grade: | **HBC 2** |
| Service: | **Children’s Social Care – Child in Need** |
| Division: | **Children’ social care**  |

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| **Main Purpose of the Role** |
| Provide clerical and reception support to the Child in Need team and its customers. |

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| **Key Duties**  |
| **1** | Maintain manual and computerised filing systems to enable up to date and accurate information to be retained and retrieved |
| **2** | Respond to telephone enquiries and take messages for officers as appropriate |
| **3** | Order, receive and issue stationery, equipment and services as requested and maintain appropriate records |
| **4**  | Ensure parcel deliveries are receipted by the appropriate department |
| **5** | Undertake typing and other word processing work as required |
| **6** | Undertake data entry for front line services |
| **7** | Assist with the arrangement and servicing of meetings |
| **8** | Undertake receiving cash/issuing receipts for activities provided |
| **9** | Provide general clerical support including photocopying, room bookings and distribution / collection of post |
| **10** | Provide general information and advice about the council and the services it offers to customers in the most appropriate format to meet their needs. This may be face to face or over the telephone |
| **11** | Greet visitors and customers in a polite and courteous manner, ensuring that they sign the visitor’s book and are directed to the department they have come to visit. |
| **12** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications**  | **Essential**  | **Desirable**  | **How Identified**  |
| 3 x GCSE Grade C passes or equivalent qualifications to include Maths and English, or the ability to demonstrate relevant experience |  | All essential qualification certificates must be presented at interview. |

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|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified**  |
| **ESSENTIAL** | Experience of using electronic and manual filing systems for information storage and retrieval | Knowledge and use of Microsoft Office products such as Word and Excel | Ability to type | Application / Interview /Assessment |
| General clerical experience | An awareness of the importance of confidentiality within Local Government | Experience of using and inputting data into databases | Application / Interview /Assessment |
|  |  | A good telephone manner with excellent communication skills | Application / Interview  |
|  |  | Ability to work to tight deadlines | Application / Interview  |
| **DESIRABLE** | Experience of using bespoke software systems within Local Government |  |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| A willingness to work as part of a team |  | Interview / Assessment  |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** | **11/05/2012 / (22/01/2021) / July 2023** |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.