

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Clerical Officer |
| HBC Grade: | **HBC 2** |
| Service: | **Mental Health Outreach Team** |
| Division: | **Adults** |

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| **Main Purpose of the Role** |
| Provide clerical and reception support to the Mental Health Outreach Service and its customers. |

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| **Key Duties** | |
| **1** | Responsible for data entry onto specific IT systems |
| **2** | Maintain manual and computerised filing systems to enable up to date and accurate information to be retained and retrieved |
| **3** | Respond to telephone enquiries and take messages for officers as appropriate, assessing urgency of enquiries and handle appropriately |
| **4** | Order, receive and issue stationery, equipment and services as requested and maintain appropriate records |
| **5** | Ensure parcel deliveries are receipted by the appropriate department |
| **6** | Undertake typing and other word processing work as required |
| **7** | Undertake data entry for front line services |
| **8** | Assist with the arrangement and servicing of meetings |
| **9** | Provide general clerical support including photocopying, room bookings and distribution / collection of post |
| **10** | Provide general information and advice about the Outreach service to customers and other professionals when requested. This may be face to face or over the telephone |
| **11** | Responsible for updating and monitoring Council’s record of employee lone working |
| **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.