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Job Profile and Person Specification

Post:	Clerical Assistant		
Reporting Relationship	Business Engagement Officer		
Grade:	Grade 3		
Summary of Role:	Reporting to the Business Engagement Officer, the Clerical Assistant will provide clerical support across the organisation. Key Duties & Responsibilities - To carry out general Business Support duties including working with all Microsoft packages, dealing with telephone and email enquiries, creating and maintaining the filing system, and managing mail, both incoming and outgoing. - To assist with providing a wide range of administrative services to the Team Managers, Managing Director and Senior Managers of City Property - Initial point of contact for customers, clients and business contacts. - Responsible for ensuring Health and Safety and risk management procedures are understood and adhered to.		
	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training		English, Maths & another subject at standard grade (credit level) or equivalent Vocational Qualification	☒ Application Form ☒ Certificates
Skills & Knowledge	- Basic literacy and numeracy skills. - Ability to operate office equipment. - Good IT skills. - Can plan, organise and complete allocated work within a set time. - Working knowledge of relevant computer software packages such as Microsoft Office (Word/excel), SAP. - Ability to work alone or as part of a team. - Shows an enthusiastic & positive manner. - Demonstrates a flexible approach to the needs of the section/ service/council. - Prioritises the needs of the customer within required timescales. - Can effectively follow security procedures.	- Can accurately record information from a variety of sources. - Awareness of the work of City Property - Has an appreciation of the technical knowledge of the section/service - Can manage difficult service interactions.	☒ Application Form ☒ Interview ☒ References

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Competencies	Essential	Desirable	
Personal Effectiveness - Communicating (L1) Self-Development (L1)	– Able to listen and communicate clearly and calmly in way that people understand. – Can sort out information and process it correctly. – Willing to attend and participate in required training.	You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation	☒ App. Form ☒ References ☒ Interview
Providing Excellent Customer Service - Customer Orientation (L1) Forward Thinking (L1)	– Treats customers fairly, consistently and provides a professional, polite and high-quality service. – Sorts out enquiries promptly, keeping customers informed with up-to-date information.	Acts on own initiative and sorts out problems.	☒ App. Form ☒ References ☒ Interview
Managing Change- Attitude (L1)	– Is open to new ideas and ways of working and is able to see the good that change can bring.	Able to cope with change and handle situations that could initially seem unclear	☒ App. Form ☒ References ☒ Interview

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