



OFFICIAL

Job Profile and Person Specification

Post:	Clerical Assistant (Corporate Services)		
Reporting Relationship	Business Engagement Officer		
Grade:	Grade 3 £26,104.54 to £27,752.51 (starting on Point 1, increasing to Point 2 at six months and top of Grade, Point 3 on following 1 st April)		
Summary of Role:	<p>Reporting to the Business Engagement Officer, the Clerical Assistant will carry out duties relating to all areas of the Corporate Services operations and provide support by dealing with the routine, high volume activities.</p> <p>Key Duties & Responsibilities</p> <ul style="list-style-type: none"> • Welcome and look after visitors and liaise with clients, suppliers, and other staff daily, covering the duty desk • Carry out general administration duties using Microsoft Office software, dealing with telephone and email enquiries, creating, and maintaining filing system, and managing mail both incoming and outgoing. • Assist with the set up and continuing development of office processes in the areas of filing, communication, IT, Health & Safety, employment and customer comments and complaints, and to take responsibility for the running of these systems on a day-to-day basis. • Assist with providing a wide range of administrative services to Corporate Services. • Respond to customers, clients and business contacts as required, to help to resolve escalated issues and response to operational issues in line with local procedures and established guidance. 		
	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training	Microsoft Office	English, Maths & another subject at standard grade (credit level) or equivalent Vocational Qualification	<input checked="" type="checkbox"/> Application Form <input checked="" type="checkbox"/> Interview <input checked="" type="checkbox"/> Certificates
Skills & Knowledge	<p>Basic literacy and numeracy skills.</p> <p>Self-confident and articulate</p> <p>Can plan, organise and complete allocated work within a set time.</p>	<p>Can accurately record information from a variety of sources.</p> <p>Can manage difficult conversations</p>	<input checked="" type="checkbox"/> Application Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> Interview

OFFICIAL

May 2026



OFFICIAL

Job Profile and Person Specification

	<p>Working knowledge of relevant computer software packages such as Microsoft Office (Word/excel).</p> <p>Ability to work alone or as part of a team.</p> <p>Shows an enthusiastic & positive manner.</p> <p>Demonstrates a flexible approach to the needs of the team.</p> <p>Prioritises the needs of the customer within required timescales.</p>		
--	--	--	--

OFFICIAL

May 2026



OFFICIAL

Job Profile and Person Specification

KEY COMPETENCIES

CRITERIA	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	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> 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.	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> 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	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> Interview

OFFICIAL

May 2026