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| <p>Title <i>Receptionist / Clerical Assistant - Evenings and Weekends</i></p> | <p>Department <i>Children, Families and Young People</i></p> | <p>Post Ref.</p> |
| <p>Job Purpose To undertake receptionist / switchboard duties and a range of clerical tasis including word / data processing in support of the unit's administrative function.</p> | | |
| <p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. To operate reception and switchboard facilities, receiving and dealing with telephone calls, visitors and material deliveries to the unit in accordance with procedure. 2. To operate manual and computerised systems and procedures including production of standard information, reports and other documentation allied to administrative and financial procedures. 3. To provide clerical support to managers and staff as necessary and directed including taking messages, arranging meetings, keeping records and maintaining diaries. 4. To undertake a range of clerical duties including photocopying, filing, collation / distribution of documentation and dealing with incoming and outgoing post 5. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description | <p>Key Accountabilities</p> <ol style="list-style-type: none"> 1. To ensure appropriate confidentiality and security of information including information technology as stipulated by the Information Security Strategy and relevant information 2. In accorance with relevant legislation and codes of practice, to take reasonable care for your health, safety and welfare and that of other persons who may be affected by the performance of your duties 3. To exercise proper care in handling, operating and safeguarding any equipment or appliances provided and issued by the County Council for the postholder's individual or collective use in the performance of his / her duties | |

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| <p>The post holder will perform any duty or task that is appropriate for the role described</p> | |

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| <p><i>Person Specification</i></p> | |
| <p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 1. Educated to GCSE level or equivalent 2. Understanding the role of information technology in the workplace and understanding of office practice | <p><i>Personal skills and general competencies</i></p> <ol style="list-style-type: none"> 3. Puts into practice the Council's commitment to excellent customer care. |
| <p><i>Experience</i></p> <ol style="list-style-type: none"> 7. Clerical / reception or admin experience 8. Experience of Switchboard operation desirable 9. Use of standard Microsoft Access and word packages 10. Experience of using email | <ol style="list-style-type: none"> 4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 5. Works well with colleagues but also able to work on their own initiative. 6. Shares the Council's commitment to providing a safe |

environment for customers and staff and also treating all with respect and consideration

Role Dimensions

- 11. Insert core area/s of responsibility (inc. teams, services & functions)
- 12. No financial responsibility
- 13. Insert staff - No direct reports

Please attach a structure chart

Date