

# Job Description

## For Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

## Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

### Role Details

|                       |  |      |       |
|-----------------------|--|------|-------|
| Job Title:            | Clerical Assistant                           | JEID | F0009 |
| Salary Grade:         | D  |      |       |
| Team:                 | Facilities Management                        |      |       |
| Service Area:         | Resources                                    |      |       |
| Primary Location:     | Shire Hall                                   |      |       |
| Political Restriction | This position is not politically restricted. |      |       |
| Responsible to:       | Facilities Customer Service Manager          |      |       |
| Responsible for:      |  |      |       |

### Role Purpose

The Clerical Assistant will be responsible for providing secretarial and administrative support to Facilities Managers and Risk team, and provide cover to the to the rest of the Facilities Management as may be required.

### Role Responsibilities

To provide administrative support to Facilities Management with the ability to work in other service areas as necessary.

## Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

## Generic Role Details

|           |                    |
|-----------|--------------------|
| Job Role: | Clerical Assistant |
|-----------|--------------------|

## Main Tasks

- To carry out varying volumes of typing including specifications, tender invitations and documentation, orders, notification of tender results, general correspondence, reports, schedules of condition and dilapidation, minutes and agendas etc.
- Typing either by direct dictation, or notes taken, using Microsoft office suite
- Provide clerical and administrative cover for any section within Facilities Management as required
- Acquire a general understanding of the duties of Facilities Managers and to provide cover during his / her absence.
- Issue project and purchase order numbers on behalf of Facilities Management on time in accordance with departmental requirements
- Carry out all general administrative duties, including photocopying, faxing, maintenance of officefiling etc.
- Carry out data input duties as may be required relating to the update of survey work databases.
- Carry out the booking of meetings / appointments and venues for the Section Managers and all team members. Maintain Section Managers electronic diaries, and organise travel arrangements as required.
- Attend various meetings to take minutes and type and distribute as required.
- Implement and carry out coordination of brought forward and chasing/monitoring system.
- To undertake routine financial processes including raising orders / requisitions in accordance with approved procedures.
- Sort incoming post and taking appropriate action as required, and process and despatch outgoing
- Assist the section with the ongoing centralised collation and sorting of data as required and the updating of all ongoing initiatives, including the work programme monitoring and assistance with the compilation of financial information as required
- Receive and act upon telephone calls for service, complaints, emergencies etc. and receive and take appropriate action on telephone calls from customers and colleagues.
- Carry out such additional administrative duties as may be instructed by the Section Manager within the post holder's technical and professional competence
- To undertake such other duties related to the work of the Council as may be assigned and which are consistent with the nature of the job, its level of responsibility and within the post holder's technical competence
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## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

## Essential Criteria

Assessed By:

|   |         |
|---|---------|
| Good Standard Level of literacy and numeracy skills to enable completion of tasks   | A,I,D   |
| To be able to use a keyboard with some precision and speed. Have attention to detail and be able to produce accurate and verified work                                    | A,I & T |
| Experience of dealing with customers and demonstration of customer care skills  | A,I     |
| Experience of working to strict deadlines.  | A,I     |
| Experience of using a variety of windows based computer systems eg word, excel, email and bespoke database systems  | A,I     |
| Ability to achieve results. The desire to work with minimum supervision and be strongly motivated to achieve a high standard. Ability to work alone or as part of a team. | A,I     |
| The ability to work under pressure including meeting deadlines and dealing with interruptions   | A,I     |
| To be able to communicate, in person and/or writing, a basic range of information to a number of people   | A,I     |
| The ability to minute take and process all documentation arising from these meetings  | A,I     |

## Desirable Criteria

Assessed By:

|  |       |
|--|-------|
| Relevant qualification in Business Administration                                  | A,I,D |
| Previous experience in a Facilities Management or Construction related environment | A,I,D |
| Previous experience of WCC financial system - Agresso                              | A,I   |
|  |       |
|  |       |
|  |       |

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential

and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

|   |   |
|---|---|
| <input type="checkbox"/> Provision of personal care on a regular basis  | <input type="checkbox"/> Driving HGV or LGV for work  |
| <input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | <input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
| <input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis  | <input checked="" type="checkbox"/> Restricted postural change – prolonged sitting  |
| <input type="checkbox"/> Lone working on a regular basis  | <input type="checkbox"/> Restricted postural change – prolonged standing  |
| <input type="checkbox"/> Night work   | <input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching  |
| <input type="checkbox"/> Rotating shift work  | <input type="checkbox"/> Manual cleaning/ domestic duties   |
| <input type="checkbox"/> Working on/ or near a road   | <input type="checkbox"/> Regular work outdoors  |
| <input checked="" type="checkbox"/> Significant use of computers (display screen equipment)   | <input type="checkbox"/> Work with vulnerable children or vulnerable adults   |
| <input type="checkbox"/> Undertaking repetitive tasks   | <input type="checkbox"/> Working with challenging behaviours  |
| <input type="checkbox"/> Continual telephone use (call centres)   | <input type="checkbox"/> Regular work with skin irritants/ allergens  |
| <input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)  | <input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)  |
| <input type="checkbox"/> Work requiring respirators or masks  | <input type="checkbox"/> Work with vibrating tools/ machinery   |
| <input type="checkbox"/> Work involving food handling   | <input type="checkbox"/> Work with waste, refuse  |
| <input type="checkbox"/> Potential exposure to blood or bodily fluids   | <input type="checkbox"/> Face-to-face contact with members of the public  |
| <input type="checkbox"/> Other (please specify):  |   |