



Job Description

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St. Helens Council

Post:	Clerical Officer
Post Number:	SACR1C
Department:	People's Services
Grade:	SCP 4
Responsible to:	Contact Cares Managers
Purpose of the Post:	Under instruction/guidance carry out a range of clerical tasks. To provide clerical support to the service area.

Duties and Responsibilities:

General Duties

To provide reception services; answering telephones and personal enquiries, receiving enquiries, providing basic information; generating and sending standard information; directing enquiries to appropriate officers or redirecting to other departments or agencies, taking and recording messages, attending to visitors with due regard to the need for security of the building and the equipment belonging to the service.

Clerical Tasks

To be responsible for receiving, date stamping, sorting and distributing incoming/outgoing/internal and external mail in accordance with service standards.

To deal with incoming correspondence from suppliers and other clients.

To carry out clerical tasks to include photocopying, filing, faxing, e-mailing and completion of documentation and respond to correspondence using standard letters/formats.

To carry out and be responsible for the upkeep of manual records and the inputting of computerised records and filing systems.

To undertake typing and word processing as required.

To process requisitions for goods and services.

To prepare invoices for certification and process petty cash payments.



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To arrange meetings, book venues and appropriate refreshments and distribute related documentation as directed.

To attend meetings and take competent notes.

To archive documentation.

To collate information from systems used.

Resources

To operate office equipment e.g. photocopier, scanner, shredder, computer etc.

Maintain stock and supplies of printing, stationery etc., cataloguing, distributing and reordering where necessary ensuring accurate records are maintained.

Duties and Responsibilities

To participate in all aspects of training and development.

To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.

To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.

To comply with the Council's Information Management Framework (including the Data Protection Policy, Code of Practice and Social Media Policy).

To comply with the Council's Code of Conduct a fundamental aspect of which are "the Seven Principles of Public Life", and to conduct oneself with the highest standards of conduct that they require.

This post is not subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).

The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.



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