



# Job Description

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St. Helens Council

**Post:** Clerical Officer

**Post Number:**

**Department:**

**Grade:**

**Responsible to:** Office Manager

**Responsible for:**

**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

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

## Clerical Tasks

1. To be responsible for receiving, date stamping, sorting and distributing incoming/outgoing/internal and external mail in accordance with service standards.
2. To deal with incoming correspondence from suppliers and other clients.
3. To carry out clerical tasks including photocopying, filing, faxing, e-mailing and completion of documentation and respond to correspondence using standard letters/formats.
4. To carry out and be responsible for the upkeep of manual records and the inputting of computerised records and filing systems.
5. To undertake typing and word processing as required.
6. To process requisitions for goods and services.
7. To prepare invoices for certification a and process petty cash payments



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8. To arrange meetings, book venues and appropriate refreshments and distribute related documentation as directed.
9. To archive documentation.
10. To collate information from systems used.

## Resources

11. To operate office equipment e.g. photocopier, scanner, shredder, computer etc.
12. Maintain stock and supplies of printing, stationery etc., cataloguing, distributing and reordering where necessary ensuring accurate records are maintained.

## Duties and Responsibilities

13. To participate in all aspects of training and development.
14. To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.
15. To comply with the Council's Comprehensive Equality Policy and ensure that it is implemented within the service area of the post.
16. To comply with the Council's Data Protection Policy and Code of Practice within the service area of the post.

**This post is/is not subject to Disclosure.**

**This post is/is not Politically Restricted in accordance with the Local Government and Housing Act 1989.**

**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 postholder/s at the appropriate time.**

**Date Prepared:**