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| **Job Description** |
| **Post title** | Clerical Officer |
| **JE Reference No** | N7788 |
| **Grade** | 2 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | The post holder will be accountable to the Home Care and Support Manager and responsible to the Operational Supervisor in respect of the day to day work practices.  |
| **Location** | Your normal place of work will be as specified in the advert but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to an enhanced disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Covid-19 Vaccination** | Under the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 in order to enter a care home, individuals must be able to demonstrate that they have received a complete course of their COVID-19 vaccination, unless exemptions apply. A complete course may refer to one or two doses of the vaccine, depending on the type of vaccine. It does not cover booster doses. Extending the policy to cover booster doses would require amending the regulations and be subject to parliamentary approval. |

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| **Description of role** |

To provide a clerical service to the Operational Supervisor, to help generate and maintain filing and clerical systems, to maintain high standards of efficiency and confidentiality.

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| **Duties and responsibilities** |

* All staff have an important role to play in achieving the mission aims and objectives of the Children and Adults Service of Durham County Council.
* All staff are responsible for the quality of their own work and for the operation of the relevant parts of the quality system. This will involve operating the appropriate quality procedures applicable to the job, to ensure that all service users have their needs and expectations identified and fulfilled.
* It is expected that all members of staff will participate in appropriate staff development activities, aimed at maximising staff potential for the individual’s benefit and in ensuring continuous improvement in the quality of services provided.
* All members of staff are expected to manage and develop their role and responsibilities so as to focus on improving our service to all service users. The individual should represent and promote the organisation at any appropriate opportunity.
* Working flexibly, efficiently and in full co-operation with other staff within a team and other partners, to maintain the highest professional standards. Undertaking such other duties and responsibilities as are required to provide the service expected from the organisation.

**KEY TASKS**

* Under supervision of the Operational Supervisor assist with financial transactions.
* Clerical tasks in completing petty cash returns in conjunction with the Operational Supervisor.
* Assist in processing orders, monthly/weekly supplies and processing invoices under the general guidance of the Operational Supervisor and Keeping account/budget books of the same.
* To receive telephone calls and take messages as necessary.
* Establish and maintain appropriate records to meet the requirements of the establishments and the departments.
* To operate the home care module of SSID including inputting data in relation to client information, worker details, worker programmes, holidays, sickness and extraction of statistics.
* To carry out general clerical duties including correspondence filing, post, keeping supplies of stationery up to date, ordering stock, taking minutes of meetings, training records etc.
* Any other duties falling within the remit of the post as assigned by the Operational Supervisor.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2 in Business Administration or equivalent.
 | * Typing qualification.
* Book keeping/Accountancy.
* Administrative qualification.
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| Experience | * Working with the public.
* Experience in clerical work/administration.
 | * Administration of Finance
* Working in a social care setting.
* Office administration.
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| Skills & Knowledge | * IT skills.
* Keyboard of proficiency
* Numeric proficiency
* Ability to work to tight deadlines
* Inter-personal skills
* Good organiser
* Communication skills
* Knowledge of Customer Care Issues.
 | * **Ability to operate:**
* Windows software applications, word six, Excel spreadsheets.
* Ability to analyse numerical data.
* **Knowledge of :-**
* County Council structure.
* Adults, Wellbeing & Health Service structure
* Durham County Council and Adults, Wellbeing & Health Service Financial Regulations
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| Personal Qualities | * Commitment
* Approachable
* Team Player
* Flexible approach to work
* Helpful
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