Grading
Job Description and Employee Specification

Job title: Operational Support Clerk	**Service area:** Children and Community Resilience
Post number:	**Division:** Safeguarding Children
Grade: 3	**Section/team:** Children in Care

Overall purpose of job:

The effective provision of administrative processes in Children & Young People's Service, including typing, clerical, and reception support, directing enquiries to the appropriate service teams within the People's Service.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. Performs switchboard and reception duties as required. Receives and addresses enquiries through telephone contact, face-to-face contact, email and written contact. Answers questions and records arrangements within previously determined guidelines or takes messages.

2. Delivers an efficient administrative support service including word processing, processing of timesheets and associated queries, photocopying, mail sorting and delivery, document (including controlled stationery) collation, production and distribution, routine mathematical/ statistical work, and making routine telephone enquiries.

3. Receives, sorts and files documentation, updating files, indices and records as necessary.

4. Advises staff and members of the public by providing and explaining information. Seeks alternative sources of assistance/information when necessary. To signpost enquiries to relevant services, partner agencies and external organizations as appropriate.

5. Produces and supervises the production of management information using North Lincolnshire Council's IT systems, ie Microsoft products and other bespoke IT systems.

6. Uses North Lincolnshire Council's IT systems to input data, word process letters, memoranda and reports from written drafts, including work of a confidential nature.

7. Provides a high quality and efficient meeting servicing service, including provision of refreshments, setting up of equipment. For meetings duties to include taking and circulating minutes, and undertaking any follow up actions as required.

8. Orders, receives, checks and distributes stocks of stationery and other items, in accordance with contract procedure rules.

9. Participates with the raising and processing internal and external invoices in line with financial guidelines and authorisation of line manager / budget holder.

10. Participates with the collection, handling and processing of cash relating to various payments, imprest accounts and other funds.

11. Assists Operational Support Assistant with budget monitoring and with the collection and handling of cash.

12. Supports Operational Support Assistant in the operation of Quality assurance systems.

13. Under the guidance of Operational Support Assistant takes a lead role in small administrative projects eg survey administration.

14. Performs other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

15. The post holder will be based at one Children & Young People's Service office although they may be required to work from other North Lincolnshire Council offices as directed by the Senior Operational Support Officer.

Knowledge, skill and experience:

1. Knowledge of Data Protection Act, Freedom of Information Act, Caldicott principles and confidentiality guidelines.

2. Knowledge and experience of operational administrative support systems, quality assurance systems and experience of following policies procedures and practices.

3. Well developed skills in written and verbal communication, together with the ability to create documentation from source information.

4. Knowledge of budget monitoring processes.

5. Ability to handle cash and experience of associated processes.

6. Well developed knowledge of I.T. applications/software and well developed skills in IT, including inputting statistical information and checking spreadsheet formulae.

7. Knowledge and skills to prepare routine minutes.

8. Knowledge of customer care principles and the ability to make improvements to our Customer Care processes.

9. Knowledge and skills to be able to negotiate deadlines.

10. Ability to prioritise and organise own workload.

Creativity and innovation:

Proposing and making contribution to the development of the Operational Support team.

Prepares routine responses to queries from members of the public in various formats.

Produces management information with support from line manager.

Promotes effective working relationships across the service.

Contacts and relationships:

- Citizens (eg face to face on main receptions and verbal contact via telephone)
- Carers (eg face to face on main receptions and verbal contact via telephone)
- Internal Customers – day to day relationship in relation to all service delivery issues.
- Team Members – (eg supporting peers)
- Operational Support Assistants (eg for advice , guidance and support)
- Development Manager Operational Support
- Service Users

- Senior Managers and staff across the service (eg face to face on main receptions and verbal contact via telephone)
- Staff across other service areas.
- Suppliers
- Other Local Authorities
- Other Stakeholders and partner agencies
- Councillors and Elected Members.
- Training Providers

Decision making:

Decides when matters should be referred to the Operational Support Assistant.

Advise staff and members of the public by providing and explaining information. Seek alternative sources of assistance/information when necessary.

Decides on the appropriate format of presentation.

Decides on the appropriate format of response when dealing with enquiries from members of the public.

Signposts staff and public enquiries accordingly.

Responsibility for resources:

Shared responsibility for office equipment.

WORK ENVIRONMENT

Work demands:

These demands are brought about as a result of wide ranging service delivery requirements and pressures, as operational support staff provide support services to all service areas and must react effectively to such demands.

Workload as directed by the Operational Support Assistant.

Working to deadlines, including ensuring the co-operation of other staff from other service areas, partner agencies, and external organisations as appropriate.

Physical demands:

The role requires normal physical effort. Where moving and handling is required post holder must adhere to North Lincolnshire Moving and Handling guidelines.

Working conditions:

The post will be office based with a requirement to work from other locations as directed

by line manager. To be able to work flexibly to meet the needs of the service.
Work context: Low level risk associated with service user, family and community contact**.**

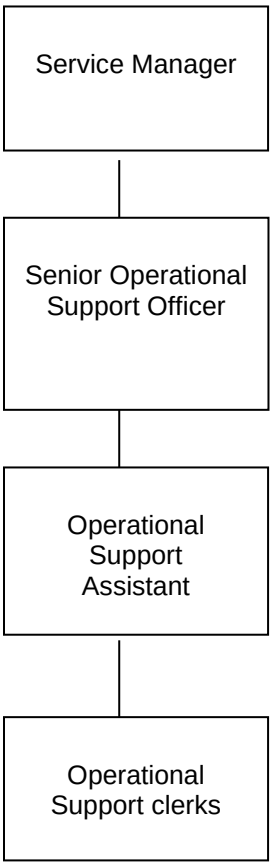
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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

Are posts in more than one location? Yes ☐ No ☐
Is this at the same site? Are the posts managed highly mobile?
Is the supervision/management shared with another post in the structure? Yes ☐ No ☐

Please indicate which post(s) _____



Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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Knowledge, Skills and Experience	Application form (follow up at interview)
• Experience of general office duties such as sorting post, photocopying, answering the telephone. • The ability to maintain confidentiality. • Reliable/Honest/Punctual.	
Knowledge, Skills and Experience	**Interview**
• Knowledge and experience of operational administrative support systems, quality assurance systems and organisational policies procedures and practices. • Written and verbal communication skills. • Knowledge and experience of the use of IT applications, including inputting statistical information and checking spreadsheet formulae. • Ability to prioritise workload	
Education, Training and Qualifications	**Original documents**
• Numerate & Literate (evidence of functional skills) • Relevant IT training	
Working Arrangements	**Interview**
• Ability to work flexibly as and when required, possibly in different localities.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Experience of producing documents from draft. •	
Knowledge, Skills and Experience	**Interview**
• Basic knowledge of Child Protection • Ability to carry out routine mathematical/statistical work. • Customer Care skills.	
Education, Training and Qualifications	**Original documents**
• Maths & English GCSE level or equivalent • NVQ Level 2 in administration	
Working Arrangements	**Interview**
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THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ☐
Political restriction	
Yes ☐	**No** ☐
The ability to speak fluent English under the Immigration Act 2016	
Yes ☐	**No** ☐

- Version Control

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