

EAST BERGHOLT PARISH COUNCIL

JOB AND PERSON PROFILE

Job Title:	Assistant Clerk
Job Reference:	
Grade:	LC1 SCP 7-12 (£22,369 – £24,496 pro-rata)
Salary:	At SCP 7 £12,095
Location:	Parish Office, occasional home working by arrangement.
Hours per Week:	20 hours per week
Status:	Two-year fixed term contract with the possibility of extension

Main Purpose of the Job:

To assist the Parish Clerk with the delivery of all the functions of the Proper Officer of the Council and those of the Responsible Financial Officer and provide administrative support to the Council, the Chairman of the Council, Committee Chairmen and Councillors.

Job Overview and Context:

Under the supervision of the Clerk, to undertake a range of administrative functions which comprise the everyday business of the Council including management of some functions and projects.

Key Relationships:

- The Clerk
- The Chairman of the Council
- Committee Chairmen
- Councillors
- Members of the Public

Main Activities and Responsibilities:

The following list shows the core duties expected:

Processes and Procedures

- Website administration and development.
- News and social media output.
- Cemetery management, digitising cemetery records and procedures.
- Managing smaller projects
- Undertaking risk assessments and policy reviews
- Assisting with the preparation and distribution of agendas and similar
- Assisting with financial management

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Customer Service

- Customer orientated, ensuring enquiries are dealt with quickly from the first point of contact.
- Supplying information about Council services

General Office Duties

- Undertaking routine correspondence and administrative duties.
- Maintaining office records and filing systems, including electronic systems.

Level of Autonomy and Decision Making:

Work is predominantly covered by procedures, but you will be expected to use initiative e.g. when resolving enquiries or prioritising your work.

You will be supervised by the Clerk to whom you will report and who will be available for direction and guidance on more difficult problems.

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Selection decisions are made against the criteria set out in this person specification.

PERSON PROFILE	Essential	Desirable
Education & Qualifications	<p>NVQ level 2 in an appropriate subject e.g. Business Administration OR Customer Services or equivalent knowledge and experience.</p> <p>Good standard of literacy and numeracy required.</p>	<p>NVQ level 3 in an appropriate subject or equivalent knowledge and experience.</p> <p>Driving Licence</p>
Relevant Experience	<p>Demonstrable experience in a range of office and financial procedures.</p> <p>Ability to plan and organise own workload, taking responsibility for delivery of tasks. Where appropriate, support colleagues in managing their workloads.</p>	
Knowledge & Skills	<p>Good working knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook etc.</p> <p>Knowledge and experience in use of websites and social media</p> <p>Accurate keyboard skills for use in producing a range of documents e.g. reports, letters etc.</p> <p>Accurate note taking or minute taking skills.</p> <p>Knowledge and use of administrative procedures, e.g. financial, administrative, HR, operational etc.</p> <p>Knowledge and use of general office equipment.</p> <p>Knows how to maintain accurate records.</p> <p>Understands customer needs and knows how to deliver a good customer service experience.</p>	<p>Good knowledge of a particular area of public services or of external agencies or partner organisations.</p> <p>Ability to differentiate between District, Borough and County Council functions to inform public accurately.</p> <p>Knowledge of own and others responsibilities for health and safety.</p>

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	<p>Demonstrates an understanding of confidentiality and data protection requirements in the workplace.</p> <p>Works on own initiative.</p> <p>Research and problem-solving skills to deal with queries and issues.</p>	
<p>Interpersonal & Communication Skills</p>	<p>Good verbal and written communications skills.</p> <p>Ability to provide accurate advice and guidance to staff and the public on a range of issues.</p> <p>Professional and polite when dealing with colleagues and customers. Provides accurate, timely advice, resolving queries and solving problems.</p> <p>Ability to deal with a range of customers, some of whom may occasionally be angry or distressed, bringing situations to a confident conclusion.</p> <p>Works effectively as a member of a small team, supporting team members and demonstrating a flexible approach.</p> <p>Ability to train colleagues and provide cover for team members in their absence, where appropriate.</p> <p>Demonstrates a positive attitude, commitment and enthusiasm.</p> <p>.</p>	<p>Ability to contribute to the delivery of continuous improvement of administration systems, processes and services.</p>
<p>Additional Requirements</p>	<p>Willingness to develop knowledge and understanding of the services provided by the Council</p> <p>Willingness to learn relevant procedures and systems.</p>	<p>Ability to travel to other locations</p>