**Role Profile**

|  |  |
| --- | --- |
| **Job Title:** | Clerical Assistant |
| **Team:** | HSLS |
| **Reports to:** | Service Manager |
| **Period of Post:** | Permanent |
| **Location:** | Based at Hansel, Broadmeadows, Symington, Ayrshire |
| **Hours of Work:** | Normally 15 per week  Additional hours may be required to be worked in order to meet the exigencies of the service |
| **Salary scale:** | The salary scale for the post is:   * Point 12 - £17,829 * Point 13 - £18,195 * Point 14 - £18,573 |

|  |
| --- |
| **Job Purpose:**  To provide efficient and effective administrative support to the Hansel Supported Living Team (HSLS), which responds to the changing and developing needs of the team.  To be innovative in adapting/devising administrative systems to meet those needs. |
| **Key responsibilities:**   * Provide general office support including photo-copying, filing, document preparation and mail handling. * Maintain administrative systems on a day-to-day basis in respect of areas of direct responsibility. * Accurate data input and maintenance of customers and team member records, where required, in line with GDPR regulations. * Undertake word processing of correspondence, minutes and reports to a high standard, as required. * Assist with the development of admin systems/documentation/report formats/databases, in light of new technology and service development, and maintain these systems accordingly. * Preparation of leaflets, posters, flyers, illustrated documentation, in line with organisational brand guidelines. * Order and maintain office stationery resources. * Ensure the smooth running of the office and provide a professional and respectful telephone service. * To report issues of importance and/or concern relating to areas of direct responsibility to the Service Manager * Contribute towards open and effective communication, within the bounds of confidentiality, both within the team and with external agencies.   **Organisational responsibilities:**   * Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values. * Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately. * Assist in the development of a ’Continuous Improvement’ culture. * Represent the organisation in a professional manner at all times. * Ensure compliance with all regulatory, statutory and legal requirements. * Recognise and respect the diversity of internal and external customers. * Support the wider team during busy periods and peak workloads, e.g. team member absences etc. * At all times comply with the Health and Safety policy and procedures and draw to your manager’s attention any unsafe working practice/conditions. * Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation. * Ensure that the policies and procedures of the organisation are followed at all times. * Attend training and supervision sessions as requested by the line manager or Service Manager.   *This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.* |

**Clerical Assistant**

|  |  |  |
| --- | --- | --- |
| **Person Specification** | **Essential** | **Desirable** |
| **EXPERIENCE** |  |  |
| Experience of providing a comprehensive administration service. | ✓ |  |
| Experience of working positively with colleagues at all levels and in partnership with other agencies. | ✓ |  |
| Experience of working with management information systems. |  | ✓ |
| Experience in the social care sector. |  | ✓ |
| **EDUCATION AND TRAINING** |  |  |
| Minimum of SVQ Level 2 Business Administration or equivalent. | ✓ |  |
| **Knowledge & Skills** |  |  |
| Excellent organisational, administrative and report writing skills. | ✓ |  |
| Proficiency in the use of IT packages including Word, Excel, Powerpoint, Outlook, databases and internet research. | ✓ |  |
| Excellent team player with ability to operate effectively on own initiative as required. | ✓ |  |
| The ability to work accurately, with good attention to detail. | ✓ |  |
| Ability to prioritise and respond flexibly to changing demands. | ✓ |  |
| Basic understanding of social care best practice. |  | ✓ |
| **Creativity & Innovation** |  |  |
| Ability to develop a range of appropriate administration processes, audit tools and frameworks as required. | ✓ |  |
| **Communication** |  |  |
| Excellent ability to collate and present information in suitable formats to a wide variety of audience levels. | ✓ |  |
| Excellent communication and interpersonal skills. | ✓ |  |
| **Decision Making** |  |  |
| Have demonstrable analytical and problem solving capabilities. | ✓ |  |
| **Diversity** |  |  |
| Champions respect for diversity. | ✓ |  |
| **Other Attributes** |  |  |
| High level of confidentiality. | ✓ |  |
| Flexibility and ability to assist with ad-hoc projects as required. |  | ✓ |
| Prepared and able to work outside normal office hours to meet the needs of the service. |  | ✓ |
| Prepared to undertake a certain amount of travelling in the execution of duties, if required. |  | ✓ |