**Job Description and Person Specification Profile**

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| **Job Title** | Clerical Officer |
| **Job ID** | G40 |
| **Service** | Public Protection |
| **Grade** | D |
| **Reporting to** | Bev Hursthouse  |

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| **The Role** |
| **Main Duties and Responsibilities include:**1. To support Regulatory Services Public Protection by providing effective and efficient clerical and administrative support.
2. Perform general clerical duties,
3. Manage incoming and outgoing mail and email and ensure accurate distribution.
4. Maintain and update various databases and information systems whilst ensuring data integrity and confidentiality in compliance with data protection requirements is adhered to
5. Compile and generate reports as required by the Public Protection teams
6. Deal with internal and external enquiries to ensure that the information received is accurately recorded, allocated and handled in a professional and timely manner.
7. Draft written responses to complaints, requests for services, and other such documents as required
8. Provide administrative support to Head of Service / Regulatory Service Manager(s) as required with the organisation, development and implementation of administrative systems within the service.
9. Assist in the processing of invoices, purchase orders, and other financial documents.
10. Take minutes during meetings, distribute them to relevant parties, and assist in the preparation of agendas and follow-up on action points.
11. The job holder must carry out their duties with full regard to the Council’s policies
12. To operate from any office, depot or operational base located within the Borough as may be required.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.  |

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| **About You** |
| **Your essential qualifications*** GCSE Maths and English (Grade C or above) or Equivalent

**Your essential skills, knowledge and experience*** Previous clerical experience.
* Competent in the use of IT software including Microsoft packages.
* Good Keyboard Skills
* Good written and oral communications skills
* Good interpersonal skills
* Ability to prioritise and work to deadlines
* Ability to work with minimum of supervision
* Ability to work effectively in a team
* Ability to deal effectively with work pressure and confrontation
* Ability to undertake work with attention to detail
* Responsible and Trustworthy
* Receptive too new ideas, willing to changes in working methods and arrangements
* Be able to work pro-actively towards achieving job objectives

**If you have the following experience or qualifications – then that’s great!*** Awareness of key legislative requirements in respect of Local Authority regulatory procedures
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**Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.**

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| **What can you expect from us?*** A fair salary and benefits
* Opportunities for good health and wellbeing
* Help you to grow, develop and to do your best
* Enable you to be creative and innovative
* Fully involve you in changes that affect you and your work
* Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside** |

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

