

**JOB DESCRIPTION**

<b>Job Title:</b> Clerical Assistant	<b>Grading:</b> Grade 2-5
<b>Section:</b> Registry	
<b>Job Objectives:</b> <ol style="list-style-type: none"> <li>1. To provide prompt and efficient clerical assistance in accordance with College procedures for the service(s) within which the post-holder is deployed.</li> <li>2. To provide the necessary information for management information reports and returns timeously as agreed.</li> <li>3. To provide a quality service with a strong customer care focus.</li> <li>4. To participate in staff development activities and the College Staff Review Scheme</li> <li>5. To undertake such other reasonable duties as may be delegated from time to time by the line manager(s)</li> </ol>	
<b>Reporting to:</b> The manager(s) responsible for the service(s) within which the post-holder is deployed	
<b>Reporting to the position:</b> None	
<b>Interface with:</b> College staff, students and clients; prospective staff, students and clients; staff, students and clients of external agencies	
<b>Approved by:</b>	<b>Date:</b>
<b>Signature of Post Holder:</b>	<b>Date:</b>

## **Duties and Responsibilities:**

1. To provide prompt and efficient clerical assistance in accordance with College procedures for the service(s) within which the post-holder is deployed.
  - a) To implement relevant procedures established for the service(s) within which the post-holder is deployed.
  - b) To ensure that all work is produced accurately and timeously in accordance with established procedures.
  - c) To use the agreed "house style" in all work undertaken.
  - d) To provide accurate clerical support and implement established processes.
  - e) To deal with incoming and outgoing mail promptly.
  - f) To maintain files and records as required by College policies and procedures.
  - g) To support the line manager(s) in maintaining a safe working environment and fulfil personal responsibilities with respect to health and safety
  - h) To monitor, maintain and control stock as appropriate
  - i) To utilise relevant college equipment in an appropriate and safe manner.
  - j) To receive, process and balance payments as appropriate.
  - k) To maintain an understanding of and comply with the college requirements in relation to Equality and Diversity and Health and Safety
2. To provide the necessary information for management information reports and returns timeously as agreed.
  - a) To record and collate information for management information reports and statistical returns as required.
  - b) To co-operate with the relevant staff member in dealing with requests for information and investigations into comments/complaints.
  - c) To contribute to the preparation of management information reports.
  - d) To contribute to the annual reporting on the service's performance against quality enhancement targets.
3. To provide a quality service with a strong customer care focus.
  - a) To provide at all times an efficient and courteous service to all contacts.
  - b) To provide an efficient and courteous telephone and/or Reception service.
  - c) To deal with enquiries for information, provide advice and resolve problems at a routine level in the service(s) within which the post-holder is allocated, and to refer non-routine enquiries to appropriate staff.
  - d) To relay messages promptly and clearly, and to monitor response times to ensure that they are within the time established as the quality standard.
  - e) To contribute to College and/or Directorate promotional activities and college events.
  - f) To undertake reasonable allocated tasks and projects for the College such as contributing to the Graduation and Awards Ceremony and organisation of short courses.
  - g) To work with minimum supervision and adjust and prioritise workload to ensure a high quality service.
  - h) To comply with the college Code of Conduct for staff

4. To participate in staff development activities and the College Staff Review Scheme
5. To undertake such other reasonable duties as may be delegated from time to time by the line manager(s).

NOTE The post-holder will be deployed initially in a defined area of the College. However, College may allocate the post-holder to another area of the College to undertake a similar level and range of duties if required by business needs.