



SOUTH LANARKSHIRE  
**Leisure & Culture**  
**Behaviour based Job Profile**  
**Clerical Assistant (Culture)**

<b>Service:</b> Cultural Services	<b>Grade:</b> Grade 1 Level 1-3
<b>Reports To:</b> Cultural Facilities Officer	<b>Location:</b> Various
<b>Vision and Values</b>	
<b>Our Vision</b>	
Our vision is healthier, happier, more connected lives.	
<b>Our Values</b>	
Our values are, Do the right thing Even when no one's looking • Be a great team Work together. Share ideas. Share mistakes. Share successes • Own it Be accountable for outcomes good and bad. Don't pass the buck • Be positive Be hospitable. Make people feel good.	
<b>Overall Purpose of the Job:</b>	
To deliver administration tasks for cultural services.	
<b>Main Accountabilities of the job:</b>	
To contribute, through effective team-playing to the overall administrative function.	
Process correspondence and other documentation in order to communicate and present service information in a clear and concise manner.	
Process and maintain sensitive information to pre-determined procedures and standards.	
Undertake specialist clerical activities in accordance with pre-determined procedures, instructions and standards to support the effective provision of the service.	
Liaise with internal and external customers to ensure the effective provision of the service.	
<b>Own It – what can you do</b>	
<ul style="list-style-type: none"> <li>• Are motivated to deliver the best possible services possible.</li> <li>• Aim to get things right first time and commit to continuous improvement.</li> <li>• Demonstrate fairness, inclusivity, valuing diversity and equality.</li> <li>• Ensure compliance with external/internal regulations and that you and others are responsible and accountable.</li> <li>• Take ownership of decisions and consider the wider implications for you, the team, and the organisation.</li> <li>• See a job through to completion.</li> <li>• Be accountable for outcomes good or bad.</li> </ul>	
<b>Be a great team - what can you do</b>	
<ul style="list-style-type: none"> <li>• Work together with colleagues and customers and take time to build effective working relationships.</li> <li>• Celebrate team success and create a positive team spirit.</li> <li>• Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.</li> <li>• Encourage working together for the benefit of customers.</li> <li>• Works alongside internal and external colleagues to meet common objectives.</li> <li>• Actively and respectfully listens to people in order to understand them and their views.</li> </ul>	

- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

**Do the right thing – what can you do**

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

**Be positive - what you can do**

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.

**Position Requirements**

- **Qualifications:** N/A
- **Recruitment Checks:** As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks for example, Identity, Asylum and Immigration and employment history etc.
- **Disclosure Scotland:** N/A