



SOUTH LANARKSHIRE
Leisure & Culture
Behaviour based Job Profile
Clerical Assistant

Service: Sport and Physical Activities	Grade: Grade 1 Level 1-4
Reports To: Administration Assistant	Location: Various
Vision and Values	
Our Vision	
Our vision is healthier, happier, more connected lives.	
Our Values	
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.	
Overall Purpose of the Job:	
To undertake a range of general clerical, processes or tasks in accordance with pre-determined procedures or instructions which contribute to an effective service provision.	
Main Accountabilities of the job:	
Provide clerical support to the service ensuring a high level of security and confidentiality within the office to contribute to the effectiveness of the service.	
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.	
Own It – what can you do	
<ul style="list-style-type: none"> • Are motivated to deliver the best possible services possible. • Aim to get things right first time and commit to continuous improvement. • Demonstrate fairness, inclusivity, valuing diversity and equality. • Ensure compliance with external/internal regulations and that you and others are responsible and accountable. • Take ownership of decisions and consider the wider implications for you, the team, and the organisation. • See a job through to completion. • Be accountable for outcomes good or bad. 	
Be a great team - what can you do	
<ul style="list-style-type: none"> • Work together with colleagues and customers and take time to build effective working relationships. • Celebrate team success and create a positive team spirit. • Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves. • Encourage working together for the benefit of customers. 	

- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- 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