



SOUTH LANARKSHIRE  
Leisure & Culture

## Clerical Assistant (IT) Job Profile

<b>Service: Support Services</b>	<b>Grade Scale: Grade 1 Level 4</b>
<b>Reports to: Support Manager (IT and Admin)</b>	

Purpose of Job
To work as part of the IT section ensuring service delivery.

Key tasks and responsibilities
Raise Requests for Service to SLC IT based on customer requirements ensuring corporate procedures are adhered to.
Setup of test scripts for the Gladstone MRM modules and provide assistance and support to colleagues and other resources in relation to the Gladstone MRM Modules.
Create and log requests for Service for Leisure and Cultural Services.
Update the Request for Service data base and produce reports of outstanding issues liaising with SLC IT for updates
Prepare and implement training material.
Support HQ users with any hardware/phone issues
Support the hardware refresh schedule

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, Qualification and Training</b>	<ul style="list-style-type: none"> <li>Experience in a Clerical environment</li> </ul>	Previous experience in a Clerical environment
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>Organisational and problem solving skills.</li> <li>Knowledge and understanding of IT and Microsoft packages.</li> <li>Customer service skills</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Communication skills, both verbal and written.</li> <li>Customer focused.</li> <li>Supportive team player to work in a flexible and adaptable manner.</li> </ul>	
<b>Other</b>		

## Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable

## Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

### Own It – what can you do

- Are motivated to deliver the best possible services.
- 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

- 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.