



SOUTH LANARKSHIRE  
Leisure & Culture

## Clerical Assistant (HR) Job Profile

<b>Service: Support Services</b>	<b>Grade Scale: Grade 1 Level 4</b>
<b>Reports to: HR Officer</b>	

<b>Purpose of Job</b>
To undertake a range of general clerical processes or tasks in accordance with pre-determined procedures and instructions which contribute to an effective service provision.

<b>Key tasks and responsibilities</b>
Provide clerical support, ensuring a high level of security and confidentiality to contribute to the effectiveness of the service.
Administer the recruitment process across the organisation.
Process correspondence and other documentation in order to communicate and present information in a clear and concise manner.
Process and maintain sensitive information to pre-determined procedures, standards and timescales.
Update, maintain and review various in-house systems accurately.
Provide advice and guidance on a range of personnel issues to the agreed standards, establishing open and effective communications.
Liaise with internal and external customers to ensure the effective provision of the service.

<b>Person Specification</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education, Qualification and Training</b>	Experience working in a clerical environment	
<b>Skills, knowledge, experience</b>	IT skills, including Microsoft Word, Excel and Outlook.  Work in a highly professional manner; exercise confidentiality and discretion at all times	Experience of working with limited supervision

<b>Personal Qualities</b>	<p>Good organisational skills</p> <p>Good communication, both verbal and written</p> <p>Good customer care skills</p> <p>To work in a flexible and adaptable manner</p> <p>Inclusive and supportive team player</p>	
<b>Other</b>	<p>To behave with honesty and openness; treating people consistently, fairly and with respect</p>	

### Safer Recruitment Checks

<p>As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.</p>
<ul style="list-style-type: none"> <li>• Asylum and Immigration right to work in the UK</li> <li>• 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.</li> <li>• Candidate Disclosure Check, where applicable</li> </ul>

### Behaviour Framework

<p>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:</p>
<p><b>Own It – what can you do</b></p>
<ul style="list-style-type: none"> <li>• Are motivated to deliver the best possible services.</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>
<p><b>Be a great team - what can you do</b></p>
<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> </ul>

- 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.