

The Highland Council

Job Description

Service:	Corporate Resources	Section:	Business Support
Job Title:	Clerical Assistant 1 (Modern Apprentice)		
Grade and Salary:	HC02		
Location:	Dingwall		
Responsible to:	Administrative Assistant		
Job Purpose:	<p>To provide a range of business support services across the Council</p> <p>A Modern Apprenticeship is a work-based training programme that leads to an industry approved qualification.</p> <p>This is a two year Modern Apprenticeship programme.</p>		
Key Duties and Responsibilities:	<p>The post holder will provide business support to all Council Services across a range of business support processes which may include:</p> <p>By the end of the apprenticeship programme the individual will be able to provide business support to all Council Services across a range of business support processes which may include:</p> <ul style="list-style-type: none">▪ Processing financial transactions.▪ Scheduling, including organising meetings.▪ Service specific business support processes.▪ Provision of administrative and typing support.▪ Accurate input and maintenance of computer data.▪ To process incoming and outgoing mail.▪ To undertake reception and telephone duties.▪ To undertake general filing duties.▪ To undertake photocopying and collating of documents, ensuring proper circulation as required.▪ To assist in developing systems and procedures.▪ Comply with the relevant Council policies and regulations, including personnel, financial regulations and information management ensuring confidentiality at all times.		

- Comply with the Service's Health & Safety at Work procedures
- The above competencies will be attained by working towards achievement of SCQF Level 6 in Business Administration, with enhancements through a planned training programme over 2 years

Other Duties:

The post holder may be required to undertake any other duties appropriate to the level of the post including the provision of cover across Business Support.

Duties and responsibilities will vary from time to time.

Date:

August 2018

Highland Council

Person Specification

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Essential Attributes

This is a Modern Apprenticeship Programme

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

1. Understanding of the operation of an internal support office environment.
2. ICT skills including the use of MS Office applications.
3. Ability to cope with diverse work activities.
4. Ability to work under own initiative and as part of a team.
5. Ability to adopt new working practices and procedures.
6. Good level of interpersonal and communications skills.
7. Ability to prioritise, organise and plan activities to meet tight timescales and targets.
8. Ability to communicate in both written and oral form.
9. Commitment to providing a quality internal support service.
10. Good general level of education.

The post holder must carry out a course of study which will involve work place guided learning and some self-study

Desirable Attributes

1. National 5's in English and Maths are desirable