**TAMESIDE METROPOLITAN BOROUGH COUNCIL**

**JOB DESCRIPTION**

**SERVICE: Exchequer Services**

**JOB DESIGNATION: Support Clerk**

**GRADE: B**

**POST OBJECTIVE: To provide administrative support across Exchequer Services.**

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Undertake post-opening duties, sorting, scanning, indexing and distributing the mail within Exchequer Services.

2. Undertake data input, filing and/or managing the batches of scanned post and general administrative duties.

3. Dealing with daily queries from customers and colleagues by all methods of communication.

4. Promoting good customer care, with the awareness and ability to inform customers of the Services complaints procedures.

5. Collect and deliver documents to and from other services as and when required.

6. Ensure Health and Safety procedures are followed at all times.

7. To undertake relevant training and development as appropriate to the post

8. Any other duties which correspond with the post’s level of responsibility.

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**PERSON SPECIFICATION**

**SERVICE: EXCHEQUER SERVICES**

**JOB DESIGNATION: SUPPORT CLERK**

**GRADE: B**

**Personal requirements of a successful postholder Category**

**1. Education Standard/Qualifications**

GCSE (or equivalent experience) passes at A to C including E

English and Maths

**2. Experience, Skills and Knowledge**

Previous general office administration experience E

Numeric and literacy skills E

Good computer skills E

Good communication skills both verbally and in writing E

Knowledge of Exchequer Services’ functions D

**3. Key Aptitudes and Personal Quality’s**

Ability to work under pressure E

Ability to work as part of a team E

Adaptability and flexibility E

Ability to learn new skills E

**For information:**

**Category:**

(E) Essential requirement without which the candidate would be unable to carry out the duties of the post.

(D) Desirable features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience etc.