**JOB DESCRIPTION**

**INFORMATION & IMPROVEMENT CLERK**

**RESPONSIBLE TO: INFORMATION & IMPROVEMENT BUSINESS MANAGER**

**POST OBJECTIVES**

* To support the provision of a high quality, efficient service to the Information and Improvement Team
* To assist with delivering effective business management systems across the service.
* To provide daily support to the Information and Improvement Team

## MAIN DUTIES AND RESPONSIBILITIES

* To provide a professional customer service to members of the public, colleagues from across the organisation and elected members, being the first point of contact for day to enquiries and support.
* To assist in providing a professional customer service to the senior management of the organisation.
* To assist in establishing effective filing systems including moving files, indexing, scanning and archiving confidential documentation.

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| * To process and task the service mail (paper and electronic) including allocating to key team members on a daily basis. * Deal with day to day telephone enquiries, service requests and complaints received from members of the public and ensure they are dealt with in an appropriate and timely way and progressed timely and effectively. * Transcribe messages clearly and accurately and escalate as required. * Assist in the processing and logging of key documentation such as Fixed Penalty Notices, Freedom of Information data, Subject Access Requests MP enquiries and complaints * Provide general support to colleagues within the Directorate as required. |
| * Contribute to the effective operation of the service unit. * To attend training as required and take up opportunities for learning and development as identified in personal development plans and to actively participate in team development |

* Communicate with tact, understanding and discretion with members of the public when dealing with enquiries, complaints and information requests.
* Be politically sensitive and be able to recognise and deal with a range of sensitive issues that impact on the service area.
* Be proactive for self-development through experience, reflective practice and independent research and reading.
* Undertake all duties and interactions with employees, partner providers and customers fairly, without unlawful discrimination and with due regard to the Council’s Equality and Diversity Policy.
* To support the Directorate and Council in the delivery of key projects as required.
* Carry out all duties in compliance with the Council’s policy for Health and Safety.
* Undertake the duties of the post in accordance with the Council’s Equal Opportunities Policy.
* Such other duties as reasonably correspond to the general character of the post and are commensurate with the level of responsibility.

# PERSON SPECIFICATION

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| **The Minimum Essential Requirements for the above Post are as Follows:** | | **Method of Assessment** |
|  | **Skills and Knowledge** | |
| 1. | Ability to move and organise files and establish an effective filing indexing system. | Application Form/Interview |
| 2. | A range of administrative and organisational skills and an understanding of the importance of good administrative practice. | Application Form/Interview |
| 3. | Good IT skills including Microsoft Outlook, Word and Excel, and the willingness to develop these skills further if required. | Application Form/Interview |
| 4. | Ability to demonstrate political neutrality. | Application Form/Interview |
| 5. | Ability to work with high levels of confidentiality and integrity in a professional manner. | Application Form/Interview |
| 6. | Demonstrate good interpersonal skills, in particular an ability to deal with customers effectively. | Application Form/Interview |
| 7. | Ability to develop a good knowledge of Council structure and processes and implement when required. | Application Form/Interview |
| 8. | Ability to work collaboratively with others as part of a team. | Application Form/Interview |
| 9. | A willingness to undertake the right training and development that links to the job. Seek opportunities that help you to add to your skills and knowledge. Respond positively to development opportunities that arise. Support others’ learning and share your learning with others. | Application Form/Interview |
| 10. | A willingness to undertake a wide range of tasks with varying levels of complexity. | Application Form/Interview |
| 11. | Ability to solve problems, taking into account the considerations of available solutions/actions. | Application Form/Interview |
| 12. | Ability to work on own initiative and ability to make rational judgements. | Application Form/Interview |