



## Cumberland Council

### Post Specification

<b>Date</b>	<b>01/06/2023</b>
<b>Post Group Number</b>	<b>7908</b>
<b>Post Title</b>	<b>Technical Clerk</b>
<b>Job Family</b>	<b>Business Support</b>
<b>Job Family Role Profile</b>	<b>BS5</b>
<b>Final Grade</b>	<b>5</b>

To be read in conjunction with the job family role profile

#### Service Area description

At this time Regulatory Services is under Public Health. However, parts of Regulatory Services that deals with Housing Grants will be moved into Adult Social Care and Housing. This Post could operate within Adult Social Care and Housing or Public Health.

#### Purpose of this post

- To provide technical support and office services for the Regulatory Services and provide management information to officers as required.

#### Key job specific accountabilities

- 1 To assist in a reception, enquiry and advice facility for Regulatory Services between the hours of 9.00 am and 5.00 pm in association with other members of the section to:
  - a) Answer general enquiries relating to aspects of the Service's role and current workload.
  - b) Record all relevant details of messages, enquiries and complaints incoming to the section in accordance with standard formats and protocol of the section.
  - c) Liaise with other employees of the City Council both within and outwith the section to facilitate an exchange of information.
  - d) Administer viewing of the sections Public Registers by persons requesting access.
  - e) Input/raise Debtor accounts.
- 2 To provide and maintain all necessary records in accordance with the requirements of the department using new technology, in particular to:
  - a) Organise and update the general filing system relating to the work of the section.
  - b) Organise and update the Fixed Penalty Register.
  - c) Maintain stocks of office supplies, stationery, files etc.
  - d) Updating the Public Registers for which the section is responsible.

- e) Produce monthly, quarterly and annual figures for section activity.
  - f) To be conversant with the computer file and time recording systems in operation within the section and to input and extract information as required.
  - g) Update sections databases.
- 3 To provide a support service for the section to include: -
- a) Producing standard letters, legal notices and licences.
  - b) Coordinating Grant applications.
  - c) Permits and associated documents for prescribed processes.
  - d) Other correspondence and legal notices including statements of evidence and production and collation of prosecution files.
  - e) Photocopying as required
- 4 To promote excellence in customer service, a focus on continuous improvement and the delivery of high quality services based on equality of access.
- 5 To constantly consider ways in which the Council's systems and procedures can be adapted and improved in order to continuously increase efficiency and improve the standards achieved by the service.
- 6 To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
- 7 Undertake such other duties that are required from time to time and are commensurate with this position.

#### **Health and safety**

- To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
- To ensure that the Council's corporate and service specific health and safety policies are followed and training is undertaken in all relevant health and safety procedures
- To be responsible for identifying and managing all risks associated with the job role through effective application of risk assessments, internal controls, training, monitoring and review to ensure health and safety remains a top priority.

#### **Safeguarding**

- To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

#### **Performance standards**

All employees are required to:

- Ensure that at all times, their behaviour, actions, attitude and commitment when carrying out their role supports the Council in bringing to life its key principles, to be a Clear, Committed and Confident organisation (the 3Cs).
- Partake in the Council's staff training programme and system of performance appraisal
- Demonstrate a commitment to delivering the standards and values, for example, as set out in the:
  - Code of Conduct for Employees
  - Dignity and Respect Policy
  - Equality and Diversity Policy
  - Social Media Policy etc

## Equality and cultural diversity

- Deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

## Please note annual targets will be discussed during the appraisal process

### Key facts and figures of the post

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"><li>• The Post is not responsible for any cost codes – it does process and raise invoices so it understands appropriate cost and nominal codes.</li></ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>•</li></ul>

## Essential Criteria - Qualifications, knowledge, experience and expertise

### Technical Clerk

*All criteria are essential, unless stated as 'Desirable' (D)*

Criteria	Competency
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"><li>○ 3 GCSEs or equivalent at grade C or above</li><li>○ NVQ level 3 in Business Admin (D)</li></ul>
<b>Experience, Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"><li>○ Experience of front-line service provision within a Local Authority or public sector organisation (D)</li><li>○ Experience of office administration systems</li><li>○ Experience in dealing with members of the public, elected representatives and officers of statutory bodies in person and by telephone.</li><li>○ Experience in the use of a variety of computer software including databases, email, internet, and document files.</li><li>○ Knowledge of the principles of financial monitoring and costing</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>○ Committed to leading / 'living' the Council's principles and core values to ensure that Carlisle continues to be a Clear, Committed and Confident organisation (the 3Cs)</li><li>○ Team working and communication skills</li><li>○ Ability to work under pressure and to tight timetables</li><li>○ Analytical skills suitable for the collection and interpretation of information and data.</li><li>○ Effective time management and record-keeping discipline.</li></ul>
<b>Personal Qualities &amp; Commitment</b>	<ul style="list-style-type: none"><li>○ Personal commitment and enthusiasm to provide a high standard of service to all customers and members of the public.</li><li>○ Personal integrity and ability to organise own workload effectively.</li></ul>
<b>Other factors</b>	<ul style="list-style-type: none"><li>○ Ability to work flexible hours within the normal working week if necessary</li></ul>

**Date:** January 2022

<b>Disclosure and Barring Service – DBS Checks</b>	
<ul style="list-style-type: none"><li>• This post requires a basic DBS check.</li></ul>	
<b>Job working circumstances</b>	
<b>Emotional Demands</b>	
<b>Physical Demands</b>	
<b>Working Conditions</b>	
<b>Other Factors</b>	
<ul style="list-style-type: none"><li>•</li><li>•</li></ul>	