



Northern Ireland
Assembly

Job Title:	Clerical Supervisor
Salary range:	£29,398 - £30,413 (under review)
Grade:	Assembly Grade 7
Directorate:	Various
Accountable to:	Assistant Assembly Clerk
Accountable for:	Clerical Officer

Job Purpose

Clerical Supervisors are responsible for providing support for the full range of activities carried out across the Assembly Secretariat.

Clerical Supervisors will be assigned to a business area within either the procedural or corporate functions of the Assembly but may be transferred to other business areas as required. Clerical Supervisor is the first level of line management and duties may include line management.

Procedural work covers supporting the process of making law, and servicing and supporting the work of the Assembly including plenary debates and Committee meetings. Staff carrying out procedural work deal frequently with Members of the Legislative Assembly (MLAs), as well as a range of other stakeholders.

Corporate work is focused mainly on supporting the day to day running of the Assembly and includes work carried out by a range of business areas including Building Services, Support Services and Engagement Office.

Clerical Supervisors may rotate between any of the Clerical Supervisor positions within the different business areas and Directorates. The [organisation chart on the recruitment website](#) provides further details.

Job Description:

The main duties and responsibilities of the job:

- Managing own workload effectively to meet deadlines;
- Communicating and building relationships with a range of customers and stakeholders, for example MLAs; colleagues from across the Assembly; representatives from Government Departments and other external

stakeholders such as organisations, contractors, media, and members of the public;

- Undertaking research to assist in the drafting of policies, reports and briefing documents;
- Managing individual staff members or team;
- Using IT to carry out work including Microsoft Office packages e.g. Word, Excel and Outlook, in-house packages and specialist software;
- Providing reliable, consistent, high quality and timely information to support line management as required;
- Providing advice on a range of policy and procedural issues;
- Handling correspondence and enquiries and drafting responses;
- Organising meetings, visits and other events;
- Attending and managing meetings, visits and other events in support of the work of the Assembly;
- Managing information and records in accordance with established policies and statutory requirements;
- Checking that the work of the Clerical Officer is accurate and that it is completed in accordance with Assembly Commission procedures;
- Complying with the Assembly Commission's Equal Opportunities and Dignity at Work policies and procedures; and
- Carrying out other duties that the Assembly Commission reasonably requires of you.

Essential Criteria:

At the closing date for applications, applicants must have:

1. GCSE/GCE O level passes at grades A to C in four subjects, including English Language, and two years' experience in the areas a-d detailed below.
[Applications will be considered from applicants with relevant formal qualifications of an equivalent or higher standard to those stated.]

OR

2. Four years' experience in the in the areas detailed below;
 - (a) Providing administrative support including preparation of documents and dealing with queries either face to face or by telephone to meet customer needs;
 - (b) Gathering and analysing information to provide advice which enables effective decision making;
 - (c) Using Microsoft Office packages, to include MS Word, Outlook and Excel to manage information and assist in providing a quality service to customer; and
 - (d) Delivering services to tight deadlines and within organisational targets.

Shortlisting Criteria:

Should shortlisting be required, the following shortlisting criteria will be applied:

- One year's experience of co-ordinating the work/activities of others to meet deadlines.

Skills & Behaviours:

The following Assembly Skills and Behaviours will be assessed during the selection process:

Building relationships and effective communication

...is creating and maintaining positive, professional and respectful internal and external working relationships through effective and appropriate communications.

Initiating improvement and delivering change

...is looking for and being open to new and innovative ideas and improvements to the service provided. It is being flexible and adapting positively and professionally to sustain performance when the situation changes, workloads increase or priorities change. It is about forming sound, evidence-based decisions and being accountable for results.

Managing & Leading Self and Others

... is setting high standards for ourselves. It is about guiding, motivating and developing others to achieve high performance. It is about engaging others in delivering a corporate vision of excellence, expertise and innovation in support of the Assembly as a legislature.

Parliamentary & Political Understanding

...is displaying an appropriate understanding of the wider political environment; what the Assembly does and how our role fits in; and the level of public scrutiny to which the actions and decisions of Assembly staff are exposed. It requires impartiality, integrity and political sensitivity.