



Job Title:	Clerical Supervisor
Salary range:	£30,280 - £31,326
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 legislative process, 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 (Members), as well as a range of other internal and external 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. 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:

- Collating and preparing the agenda and papers for meetings in a timely manner.
- Attending meetings, minute taking and capturing actions/notes and proactively following up on actions to ensure timely delivery.

- Maintaining effective relationships with key stakeholders including Members, managers, officials from Executive departments and members of the public.
- Providing guidance and assistance to Members, their staff and other parliamentary staff on policy and procedural issues in relation to their business area.
- Researching and preparing accurate and timely information.
- Reviewing all incoming correspondence and prioritising next steps as necessary.
- Drafting correspondence ensuring that work is accurate and presented in the corporate format.
- Using electronic systems to produce accurate and timely statistical information or reports to assist decision makers.
- Managing and developing individual staff members or a small team to ensure the delivery of team objectives.
- Quality assuring the work of staff to meet agreed service standards.
- Publishing information on social media e.g. Committee social media presence and the Assembly webpages/platform and keeping relevant homepages up to date.
- Effectively using Microsoft Office and bespoke internal Assembly software systems and databases to prepare, produce and present documentation including letters, memos, presentations and reports of a consistently high quality.
- Checking and processing invoices for payment through electronic payment system.
- Monitoring spend against budget and reporting to line managers or budget holders.
- Managing information and records in accordance with established policies and statutory requirements including the gathering of information and co-ordination of responses to information requests including Freedom of Information requests.
- Complying with all Assembly Commission's staff policies and procedures including Equal Opportunities and Dignity at Work policies and procedures.
- Carrying out other duties that the Assembly Commission reasonably requires of you.

There are two application routes for the post of Clerical Supervisor – one application route requires qualifications and/or work experience and the other application route requires degree level qualification but no work experience is required. Applicants may only apply under one route.

Application Route One

Essential Criteria:

At the closing date for applications, applicants must have either:

1. At least a primary degree, minimum 2.2 classification, in any subject.
Applications will be considered from applicants with formal qualifications of an equivalent or higher standard to those stated.

AND

At least two years' experience in a) – d) listed below.

OR

2. Four years' experience in the following:
 - a. Using effective oral and written communications skills to accurately and clearly explain complex or detailed information to team members, members of the public, customers and managers in line with organisational policies and procedures.
 - b. Planning and organising workload using own initiative to deliver high quality work to deadlines.
 - c. Contributing to the planning, allocation, monitoring, evaluation and control of resources e.g. people, finances.
 - d. Effectively using Microsoft Office to manage information, create documents and assist in providing a quality service to customers.

Application Route Two – Graduate Entry

Essential Criteria:

Applicants must have:

At least a primary degree in any subject, minimum 2:1 classification by 1 July 2021. Applications will be considered from applicants with relevant formal qualifications of an equivalent or higher standard to those stated;

AND

Be able to demonstrate:

- a) Strong research, analytical and written skills.
- b) Strong oral communication skills.
- c) Planning and organising work as part of the degree or in another setting, using own initiative to meet deadlines.
- d) Effectively using Microsoft Office to manage information and create documents.

Skills & Behaviours:

The following Assembly Skills and Behaviours will be assessed during the selection process for both application routes:

Delivering a quality service

...is about providing a high-quality and efficient service to our customers. It is thinking ahead, managing resources effectively and delivering work on time and to a high standard. It is also using professional or technical expertise to enhance service delivery.

Building relationships and effective communication

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

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.