



Northern Ireland
Assembly

Job Title:	Clerical Officer
Salary range:	£24,192 – £25,702
Grade:	Assembly Grade 8
Directorate:	Various
Business Area:	Various
Accountable to:	Clerical Supervisor

Job Purpose

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

Clerical Officers 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.

Job Description:

Main duties and responsibilities of the job.

- Providing high quality customer service to a diverse range of customers, both internal and external.
- Managing own work to ensure the delivery of objectives.
- Providing accurate information in a professional and helpful manner by referring to organisational policies and procedures.
- Providing high quality and timely administrative support where required, for example filing and photocopying, diary management etc.
- Inputting data and maintaining a range of databases, spreadsheets and electronic filing systems to aid the storage and retrieval of electronic documents.
- Recording and distribution of correspondence, emails, incoming mail / post, monitoring and managing electronic mailboxes and dealing with routine correspondence accurately and promptly and forwarding to relevant staff as appropriate.

- Organising and providing support to meetings, events and visits including issuing papers, ordering hospitality, meeting and greeting external visitors and officials, and responding to any housekeeping queries that they may have e.g. the format of the meeting.
- Recording information to support the production of minutes and draft minutes e.g. timings of each agenda item and attendance of witnesses.
- Assisting in gathering and collating information.
- Effectively using Microsoft Office and bespoke internal Assembly software systems and databases to prepare documents.
- Maintaining hard copy and electronic information systems to ensure a clear and organised file of all correspondence, papers, minutes, agendas.
- Checking and processing invoices for payment through electronic payment system.
- 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.

Essential Criteria:

At the closing date for applications, applicants must have:

1. GCE 'A' level passes A*-C in 2 separate subjects and 5 GCSEs at grade A*-C including English Language and Maths. Applications will be considered from applicants with formal qualifications of an equivalent or higher standard to those stated.

AND

2. At least 2 years' experience in an administrative role of:
 - a) Using effective oral and written skills to communicate effectively with a diverse range of people at all levels, including team members, members of the public, customers and managers.
 - b) Organising workload and giving attention to detail to produce accurate, high quality work to deadlines.
 - c) Effectively using Microsoft Office to prepare documents and respond to correspondence.

OR

3. At least 4 years' experience in an administrative role of a) – c).

Skills & Behaviours:

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

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.

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.