|  |  |
| --- | --- |
| **CLERICAL OFFICER**  **SALARY GRADE: HBC2** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – keeping great service delivery at the heart of everything we do * Personal Growth – learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring Leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Flexible / hybrid working arrangements available * Extensive employee benefits platform including discounted shopping, car leasing, gym memberships, wellbeing hub and Employee Assistance Programme   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| As a Clerical Officer, you will be responsible for providing clerical and reception support to the Administration Shared Service and it’s customers.  More specific responsibilities include:   * Maintaining manual and computerised filing systems to enable up to date and accurate information to be retained and retrieved * Responding to telephone enquiries and take messages for officers as appropriate * Ordering, receiving and issuing stationery, equipment and services as requested and maintaining appropriate records * Ensuring parcel deliveries are receipted by the appropriate department and receiving cash/issuing receipts for activities provided * Undertaking typing and other word processing work and completing data entry for front line services * Arranging and servicing meetings and providing general clerical support including photocopying, room bookings and distribution / collection of post * Providing information and advice about the council and it’s services in the most appropriate format to meet their needs, both face to face and over the telephone * Greeting visitors and customers in a polite and courteous manner, ensuring that they sign the visitor’s book and are directed to the department they have come to visit * Undertaking any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job | |
| About You | |

For this role, it is essential that you hold 3 GCSEs (Grade C) or equivalent, including English and Maths, or the ability to demonstrate relevant experience.

|  |
| --- |
| In addition you will have:   * Experience of using electronic and manual filing systems for information storage and retrieval, as well as general clerical experience * Knowledge of Microsoft Office products such as word and excel with the ability to type and work to tight deadlines * An awareness of the importance of confidentiality within Local Government * Experience of using and inputting data into databases * A good telephone manner with excellent communication skills and a willingness to work as part of a team   The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. |
|  |  |
|  |  | |
|  |