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| 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
* Car leasing schemes

*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 part of a resourceful team, working in a varied and busy environment. You will provide clerical support to the wider Directorate, along with reception duties to both Municipal Building and Runcorn Town Hall, when required.**Main Purpose of the role**Provide clerical and reception support to the Administration Service and its customers.**Key Duties**

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| Maintain manual and computerised filing systems to enable up to date and accurate information to be retained and retrieved |
| Respond to telephone enquiries and take messages for officers as appropriate |
| Order, receive and issue stationery, equipment and services as requested and maintain appropriate recordsEnsure parcel deliveries are receipted by the appropriate department. |
| Undertake typing and other word processing work as required |
| Undertake data entry for front line services |
| Assist with the arrangement and servicing of meetings |
| Undertake receiving cash/issuing receipts for activities provided |
| Provide general clerical support including photocopying, room bookings and distribution / collection of post |
| Provide general information and advice about the council and the services it offers to customers in the most appropriate format to meet their needs. This may be face to face or over the telephone |
| Greet 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. |
| Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

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| About You |
| For this role you will have 3 x GCSE Grade C passes or equivalent qualifications to include Maths and English, or the ability to demonstrate relevant experience In addition you will have:Experience of using electronic and manual filing systems for information storage and retrievalGeneral clerical experienceKnowledge and use of Microsoft Office products such as Word and ExcelAn awareness of the importance of confidentiality within Local GovernmentAbility to typeExperience of using and inputting data into databasesA good telephone manner with excellent communication skillsAbility to work to tight deadlinesA willingness to work as part of a teamThe 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. |
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