


<b>Profile Title:</b>	Reception/Clerical Administrator	 <b>BARNSLEY</b> Metropolitan Borough Council				
<b>Reports to:</b>	Centre Manager					
<b>Employee Management:</b>	None	<b>Grade:</b>	3	<b>Profile Ref:</b>	43240	
<b>Purpose of the Post</b>						
To provide a high quality customer service in greeting and welcoming all families and professionals, both face to face and by telephone. To provide general and complex administrative support for the Service.						
<b>Responsibilities</b>						
<ul style="list-style-type: none"><li>• To ensure all visitors are welcomed in a positive, respectful and responsive manner.</li><li>• Provision of high quality customer focused reception for all visitors and enquiries by telephone/email.</li><li>• To work as part of a multi-agency team providing clerical/admin support.</li><li>• To ensure that all goods are procured within policies and procedures and Financial Regulations maintaining accurate, relevant records of orders, purchases, delivery and payment</li><li>• To prepare invoices when appropriate, ensuring that payments are reconciled and monies regularly banked.</li><li>• To manage and monitor petty cash, in line with financial regulations and procedures.</li><li>• To facilitate meetings as and when required with production of accurate and concise minutes, preparation of agendas and any other documentation required.</li><li>• Responsible for meeting room bookings, preparation of meeting rooms, clearing of meeting rooms and room security.</li><li>• Sorting and distributing incoming outgoing post, ensuring appropriate records are maintained for outgoing post.</li><li>• Responsibility for monitoring and maintaining stock levels</li><li>• Setting up and maintaining filing structure both manual and electronic.</li><li>• Carry out work on a computer including internet/e-mail, and prepare and produce letters/leaflets to service users and other agencies.</li><li>• Inputting of data including personal data onto electronic systems, ensuring timely updates are made.</li><li>• To assist in ensuring weekly staff absence returns are completed and submitted including updating staff flexi time/toil records in line with BMBC policies and procedures.</li><li>• General and complex administrative duties as required.</li></ul>						
<b>Education and Training</b>					<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"><li>• 4 GCSE's (Grades A-C) or equivalent Or substantial relevant experience</li></ul>					A	E
<ul style="list-style-type: none"><li>• A willingness to work towards NVQ Level 2 in Customer Care/Business Administration</li></ul>					A/I	E

Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> <li>Experience of working in a people focused environment both face to face and on the telephone</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Use of IT and manual information systems</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Experience of using Microsoft packages including Outlook/Word/Publisher/Excel</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Experience of working closely to set budgets &amp; targets</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Monitoring and Maintaining petty cash imprest</li> </ul>	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> <li>An understanding of the importance of working in Partnership with internal and external stakeholders including other agencies/professionals, parents, young people and children</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Awareness of the requirements in relation to health and safety, diversity, equal opportunities, data protection and freedom of Information act</li> </ul>	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> <li>Ability to work successfully and productively within a multi-agency team</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to work alone and use own initiative</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Excellent organisational skills to ensure targets are achieved</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to communicate effectively both written and verbal with excellent listening skills and the ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Prioritisation skills and time management</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to deal with the diverse needs of people patiently &amp; fairly</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to work with professionals from other organisations</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to work under pressure maintaining a calm, polite and professional manner using tact and diplomacy</li> </ul>	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> <li>Any other duties commensurate with the grade and falling within the scope of the post as requested by Management.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Willing to undertake training and continuous professional development in connection with the post.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Work in accordance with the council's vision, priorities, values and behaviours.</li> </ul>	I	E
<ul style="list-style-type: none"> <li>Able to undertake any travel in connection with the post.</li> </ul>	A/I	E