

Agency Worker Administrative Services Job Profile

Job Profile: Clerical: e.g. data entry

Grade: 2

Experience: Learning gained through on-the-job training and/or short formal training and work experience over weeks to a few months.

Summary: Roles at this grade will be engaged in prescribed or reactive work, performing straightforward tasks within established routines and procedures and under regular or direct supervision. They involve responding to routine queries/issues/circumstances, and referring any unusual situations to others. The range of tasks performed is generally specified in detail and instructions or training will make it clear what needs to be done and how. The work is typically to short deadlines, but may involve planning own time within the working day to provide courteous and effective service to others.

Knowledge & Skills Required

- Learning gained through on-the-job training and/or short formal training and work experience over weeks to a few months.
- Numeracy, literacy and, where relevant, IT skills, at a basic level.
- Ability to follow instructions, gain basic knowledge about routines and apply this correctly.
- Ability to exchange basic information verbally or in writing.
- Knowledge of simple equipment and/or machinery
- Manual dexterity in some roles.
- Basic understanding of, and ability to apply, relevant health and safety policies and procedures.

Representative Work Activities

- Perform a limited range of tasks within a straightforward routine or practice. Tasks might involve e.g. catering support, portering, grounds work, providing a security presence, basic filing and/or data entry.
- Operate common, standard, single purpose machinery/equipment in a simple or repetitive way.
- Carry out basic equipment maintenance according to detailed instructions.
- Transport goods and equipment according to detailed instructions.
- Inform supervisor of stock levels for consumables/stores of basic equipment etc. in order to ensure availability to meet work requirements.
- Comply with standard procedures, including those governing health and safety
- May carry out routine record keeping, filing, data inputting, cataloguing, logging and maintenance of simple databases to ensure accurate records are maintained.
- May carry out basic data entry using standard formats and templates or following detailed instructions.
- Clarify work instructions and communicate problems or difficulties to a supervisor/manager.