

Agency Worker Administrative Services Job Profile

Job Profile: Clerical e.g. receptionist / administrator

Grade: 3

Experience: 6 months minimum - may include short courses.

Summary: Roles at this grade will be engaged in performing a range of duties within basic procedures and under regular supervision. They involve responding to routine queries/issues/circumstances, and referring any unusual or non-routine situations to others. The work is typically to daily deadlines, providing courteous and effective service to others. The range of tasks performed can be varied and will therefore require some understanding of office/departmental routines.

Knowledge & Skills Required .

- Basic IT skills.
- Numeracy and literacy skills.
- Accuracy and ability to prioritise tasks within a routine.
- Ability to exchange basic information verbally or in writing.
- Appropriate knowledge of basic office equipment and software, typing skills etc.
- Basic understanding of and ability to apply, relevant standard procedures, including those governing health and safety.

Representative Work Activities

- Carry out activities such as typing up work, photocopying papers, filing papers etc
- raise standard letters in response to routine queries.
- Prepare documents following standard formats or templates or following daily work instructions.
- Organise information according to procedures by filing, data entry, checking/matching data, etc. to ensure accurate records are maintained on a day-to-day basis.