

<b>Job Title:</b>	<b><i>Clerical Assistant</i></b>
<b>Location:</b>	Carers in Southampton offices, Meon House, Rear of 189 Portswood Road, SO17 2NF
<b>Working Arrangements</b>	22.5 hours per week worked over 3 days, Monday, Tuesday and Thursday 9am – 5pm inclusive of a 30 minute unpaid break. Some flexibility to these working arrangements may be possible for the right candidate.
<b>Salary</b>	£18,000 per annum pro rata
<b>Contract</b>	One year fixed term.
<b>Accountable to:</b>	<b><i>Senior Coordinator</i></b>
<b>Key Aims of Post</b>	Support the Carers in Southampton service with day to day clerical and administrative tasks.
<b>Essential Requirement:</b>	<b>Flexibility</b> – The following is a description of the main duties and responsibilities of the post and as such is not intended to be exhaustive. The job description will be periodically reviewed and may be changed from time to time through prior consultation. This may lead to a variation without changing the general character of the duties and level of responsibilities entailed. It is therefore a requirement that employees accept elements of flexibility in duties and responsibilities as an integral part of the role.
<b>DBS Check:</b>	This post will be subject to a DBS [Disclosure and Barring Service] Check
<b>Conditions of Employment:</b>	Annual salary for this post is £18,000 pro rata.  Southampton Mencap is an equal opportunities employer and works within the guidelines of its equality and diversity policy. Regular supervision and an annual appraisal is provided to all staff alongside ongoing day to day support. Conditions of service as detailed in the Staff Handbook
<b>Annual Leave:</b>	Annual leave starts at 23 days per annum [exclusive of bank holidays]. Entitlement rises by an additional day after 2 years and a further day after 5 years of continuous service.
<b>References:</b>	Position will be subject to two satisfactory references.

187a Portswood Road, SO17 2NF – Tel: 023 8058 4088

Website: [www.southamptonmencap.org](http://www.southamptonmencap.org)

Job Description/**Clerical Assistant**/Southampton Mencap June 19

### **AIMS OF POST:**

- Support the Carers in Southampton service with basic administrative and reception tasks

### **DUTIES:**

#### **As directed by the Senior Coordinator**

- Provide telephone and reception arrangements which are welcoming and sensitive to the needs of all callers to the service.
- Accurately feedback on the nature of all enquiries to appropriate staff members.
- Undertake all aspects of general clerical support, including photo-copying/filing/mailings.
- Assist with arrangements for carer and other events/meetings.
- Assist in the production of regular information and stats relating to services.
- Update and maintain the database.
- Work within Southampton Mencap's Health and Safety Policy guidelines at all times.
- Follow safe systems of work at all time and inform the line manager of any defects in Health and Safety arrangements in the workplace or in workplace activities, so that remedial action can be taken to prevent an accident or ill health.
- Undertake any reasonable duty assigned by the line manager.
- Comply with all internal procedures

Requirement	Desirable	Essential
<b>1. Qualification/Education/Knowledge</b> 1.1 A good basic education with good written and verbal communication skills 1.2 Knowledge of word processing, spreadsheets and database use		Essential  Essential
<b>2. Experience</b> 2.1 Basic Office Skills experience 2.2 Experience of dealing with members of the public. 2.3 Experience within a busy office environment 2.4 IT and computer skills and competent in MS Office 2.5 Database management 2.6 Understanding in the use of social media 2.7 Some knowledge and experience of health and safety issues	Desirable  Desirable Desirable	Essential Essential  Essential  Essential
<b>3. Abilities – Both Aptitudes and Skills</b> 3.1 An approachable, professional, flexible individual who can deal tactfully and sensitively with others and manage their workload 3.2 Ability to take and record messages accurately 3.8 Ability to work as part of a team		Essential  Essential Essential
<b>3 Circumstances/Health</b> 4.1. Able to work flexibly, e.g. occasional evening or weekend work 3.1 This post is subject to a DBS 3.2 This post is subject to satisfactory references		Essential  Essential Essential
<b>4 Organisational Values</b> 4.1 Awareness of issues that can affect carers, particularly those from a multi-cultural community 4.2 Commitment to equal opportunities	Desirable	Essential