

ASSEMBLY GRADE 7

Main Duties and Responsibilities

Clerical Supervisors will normally work as part of a team and could have responsibility for one or more staff. Staff at this level could be appointed to any of the offices within the Assembly Secretariat Directorates and may subsequently be transferred to other business areas as required. Clerical Supervisors are often responsible for the day to day organisation of administrative work in an office to ensure high quality service delivery.

Applications are invited from all staff that are able to demonstrate the essential requirements for the post as set out below.

Essential Criteria

At the closing date for applications, applicants must have:

(a) Either:

- (i) GCSE passes, or equivalent, (Grade A-C) in English Language and Mathematics, and one year's experience in the provision of administrative support including preparation of documents and dealing with queries either face to face or by telephone to meet customer needs;

or

- (ii) Two years' experience in the provision of administrative support including preparation of documents and dealing with queries either face to face or by telephone to meet customer needs.

and

- (b) One year's experience of using Microsoft Office packages, to include MS Word, Outlook and Excel.

and

- (c) One year's experience of delivery of services to tight deadlines and within organisational targets.

Shortlisting Criterion

The following Shortlisting criterion reflects the competence or knowledge which has been agreed as being desirable for the successful applicant to possess.

- Experience of co-ordinating the work/activities of others to meet deadlines

The Essential Criteria and the following Core Competences will be tested at interview:

People

The ability to contribute to the development of teams and individuals to encourage innovation and improve performance; plan, allocate, monitor and evaluate work carried out by teams, individuals and self; create, maintain and enhance effective working relationships; contribute to the assessment of own development and develop self to improve job performance and fulfil future potential.

Information & Communication

The ability to seek, evaluate and communicate information in a clear, concise, relevant and timely manner to meet customer needs and to analyse and exchange information to solve problems, make decisions, influence and gain the commitment of others.