



**Post:** Clerical Officer

**Grade:** 11

**Reporting to:** Line Manager

### **Role Summary**

To provide an efficient and effective clerical administrative, organisation and customer support service.

### **Key Tasks/ Responsibilities**

1. Provide a high level of clerical services using Microsoft Office products and in-house computerised systems.
2. Preparation and issue of correspondence for internal and external use.
3. Face-to-face, telephone and written communication with customers both internally and externally.
4. Roster duties on dedicated call-centre lines where necessary.
5. Acting as a point of contact for general queries regarding the unit's work.
6. Maintain all necessary records including electronic back-ups which are related to the unit.
7. Checking, processing, editing, filing and retrieving of information both electronically and manually.
8. Validation, reconciliation and payment of invoices and accounts in line with relevant procurement procedures.
9. Scheduling and organising meetings and events/ management of diaries.
10. Liaise with other units within SOLAS in pursuit of information to ensure the smooth running of the unit.
11. Ensure a high level of customer service.
12. Compilation of stock takes, ordering of equipment/ office supplies.
13. Undertaking of projects and collation of data.
14. Assist in the maintenance and improvement of Quality Systems.
15. Any other duties/ project work which may be specified from time to time.

## **Requirements**

### **Essential:**

- Level 4 standard of education is the minimum standard required.
- At least 2-3 years' relevant experience with a proven record of administrative and organisational skills.
- Appropriate ICT skills, e.g. proficiency in Word, Excel, Access, PowerPoint and e-mail.
- Well motivated to make a positive contribution to the provision of SOLAS services.
- Have demonstrated ability, initiative and flexibility in previous positions.
- Ability to organise, plan, schedule and follow-up.
- Ability to multi-task within a busy work environment.
- Good communication skills, and able to respond to queries in a confident manner, both written and verbal.
- Good numerical abilities.
- Ability to work as part of a team.

### **Desirable:**

- Experience in deadline driven environment.
- Previous call-centre experience.
- Knowledge of SOLAS and its services.
- Basic web maintenance experience.
- Basic report writing skills.
- Evidence of self-development.