Clerical Assistant
4 x 35 hours per week Monday to Friday
£15,507 - £18,560
Fixed Term Contract Until 30.06.17
Unit 3, 31 Dollman Street, Nechells, B7 4RP

This is an exciting opportunity to be part of a busy and successful team providing Document Management Services within the Shared Services Centre. You will prepare, scan and index items of post. You will use a range of varied scanning machines and computer systems. You will deal with queries and undertake quality checks. You must have good keyboard skills, be accurate and able to work on your own initiative. You will be flexible and be able to provide support to other areas of the section. You may be required to work additional hours when busy.

For informal enquiries please contact Lynn Merrix / Tracey Marsh on 0121 303 5898

Ref No: EC0682016

Closing date: 6th January 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
JOB DESCRIPTION

JOB TITLE: Document Management Clerical Assistant
GRADE: 2

DIVISION: Shared Service Centre
NO OF POSTS: 4
SECTION: Document Management Services Team

1. JOB PURPOSE

1.1. To provide clerical assistance in respect of Postal Services duties for both internal / external customers and organisations, in accordance with the appropriate legislation and office procedures.
1.2. To batch, scan and index documents received within Shared Services to the Scanning Systems and deal with more complex queries.
1.3. Preparation of reports and statistical information on team workload and activities in order to fulfil Service Level Agreements.

2. RESPONSIBILITIES

2.1. Opening and progressing payments and documentations in line with required office and audit procedures.
2.2. To carry out verification of original documentation, process and photocopy prior to redistribution/return.
2.3. To prepare and batch items of post ready for scanning using the appropriate separator sheets.
2.4. To operate automatic document feed scanning machines including loading batches of work, clearing paper jams and cleaning equipment.
2.5. To scan items of post and carry out quality assurance checks on the images.
2.6. To accurately batch and file items of work ready for storage.

2.7. To locate batched items of work and re-scan any items where the image is of poor quality.

2.8. To accurately interrogate the mainframe systems and Document Management systems to ensure correct direction of post and input data in line with office procedures.

2.9. To assist and deal with testing of scanning requirements and operations.

2.10. To assist and deal with the preparation of reports and statistical information to senior management.

2.11. To deal with complex documents and queries when indexing.

2.12. To meet set individual/ team targets.

2.13. To have a flexible approach and provide support as necessary on the other areas of the Document Management Team.

2.14. To provide general clerical assistance, including the answering of the office phones.

2.15. By prior arrangement, to be flexible with regard to working hours to meet the varying business requirements.

3.0 SUPERVISION RECEIVED

3.1 LEVEL OF SUPERVISION

1. Supervised with work checked by Senior Assistant.

2. Left to work within established guidelines subject to scrutiny by the Senior Assistant.
3. Work allocated by the Senior Assistant to ensure defined objectives are met.

4.0 SUPERVISION GIVEN - None

5.0 SPECIAL CONDITIONS

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<th>Staff</th>
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<tr>
<td>Equality/Diversity</td>
<td>Adhere to and implement the City Council’s Policy on Equality of Opportunity.</td>
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<tr>
<td>Sustainability</td>
<td>Contribute to the City Council’s Sustainability Strategy by being aware of the resources required to undertake this work and making sure that resources are not wasted and are disposed of in a sustainable way.</td>
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<td>Health &amp; Safety</td>
<td>Follow safe working practices and assist in the maintenance of good housekeeping standards in order to achieve a safe and health working environment.</td>
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<tr>
<td>Working Hours</td>
<td>To work outside of normal hours, e.g. weekends, evenings, Bank Holidays, when required.</td>
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# PERSON SPECIFICATION

**JOB TITLE:** Document Management Clerical Assistant  
**GRADE:** GR 2  
**SECTION:** Shared Services Centre  
**TEAM:** Document Management Services Team

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| Experience (Relevant work and other experience) | Experience of working for a business unit.  
OR  
Experience of identifying and accurately sorting many and varied items of correspondence for different sections and working accurately to deadlines.  
Experience of a range of scanning and indexing duties, including batching, scanning, indexing and re-scans | AF/I  
AF/I/T  
AF/I/T |

| Skills and Abilities e.g. Written communication | Ability to interrogate the mainframe system and extract accurate information (e.g. type of document, reference numbers) in order that the scanned image will be delivered to the correct workstation.  
Ability to use a computerized system particularly Excel & Word.  
To deal with complex documents and queries. | AF/I  
AF/I/T  
AF/I |
| Skills and Abilities continued.... | Ability to work accurately and meet daily deadlines and targets. |
|                                 | Ability to learn new tasks quickly and to retain the information and implement it in an accurate and efficient manner. |
|                                 | Ability to work as part of a team. |
|                                 | Must be able to file items accurately. It is important that originals of scanned items can be located swiftly. |
| Training                        | Willing to undergo training appropriate to the service needs. |
| Other                           | Must have a flexible approach to working e.g. to assist in other duties performed by the Document Management Team as demands occur. |
|                                 | To promote, adhere to and implement the City Council’s policy on Equality of Opportunity within the section/division and within the department. |

**Method of Assessment**

A = Application Form, T = Test, I = Demonstrate at Interview