

Eastern Inshore Fisheries and Conservation Authority

Job Description: Clerical Support Assistant

Grade: 2

Location: Kings Lynn

Reports to: Senior Administration Officer

General Description:

The Clerical Support Assistant will provide a clerical and administration service to the organisation including providing a reception function, mail handling and data input.

Duties and Responsibilities

1. Meet and greet visitors to EIFCA.
2. Answer incoming calls.
3. Deal with incoming mail (record and distribute)
4. Outgoing mail frank and post.
5. Data input to various databases/spreadsheets.
6. Photocopying.
7. Source and order accommodation, train tickets, stationery etc,
8. Print, collate and distribute committee papers, reports, consultations etc,
9. Liaison with both employees and the public, dealing with their queries wherever possible and directing them to appropriate resources when queries cannot be answered.
10. Deputise for Senior Administrative Officer when required.
11. Assist with website maintenance and social media posts / messages.
12. Compliance with all aspects of Health & Safety law.
13. Ensure equality and diversity is actively promoted in the workplace.

Key measures

1. Visitors dealt with courteously and efficiently.
2. Calls answered promptly and handled effectively.
3. Post reaches appropriate officer, log maintained.
4. Outgoing mail franked, logged and dealt with in a timely manner.
5. Data input is timely, databases and spreadsheets up to date.
6. The general administration of the office and reception is up to date and tasks are completed within agreed timescales.
7. Goods and services available when required and as requested.
8. Distributions completed within defined timescales.
9. Queries dealt with appropriately and professionally. Positively promotes EIFCA
10. Delegated tasks are completed effectively in the absence of the SAO.
11. Website is up to date and social media posts/message are timely
12. H&S policy is adhered to at all times.
13. Appropriately conducts self with colleagues and stakeholders.

Eastern Inshore Fisheries and Conservation Authority	
Direct Reports	
<ul style="list-style-type: none"> ○ None 	
Financial scale	
<ul style="list-style-type: none"> ○ Ordering goods and services within agreed framework ○ Authorised to receive monies on behalf of EIFCA 	
Planning horizon	
<ul style="list-style-type: none"> ○ Workload planned on a day to day basis ○ Priorities managed 	
Complexity	
<ul style="list-style-type: none"> ○ Prioritising workload to meet timescales set ○ Flexibility to react to daily demands on time ○ Dealing with sensitive confidential data. 	
Key working relationships (other than Line Manager or reports)	
<ul style="list-style-type: none"> ○ All Authority Officers ○ All Authority members ○ Suppliers and service providers ○ Members of the public, including the fishing community 	
Freedom to make decisions	
<ul style="list-style-type: none"> ○ Works within the framework of the annual plan ○ Works within the agreed procedures set out by EIFCA 	
Experience, knowledge & skills	
Essential	Preferred
<ul style="list-style-type: none"> ○ Educated to GCSE level in English and Mathematics or can demonstrate equivalent literacy and numeracy skills ○ Excellent communication skills both verbal and written ○ Excellent organisational skills ○ Ability to use Microsoft Office products including Word & Excel, ○ Ability to work unsupervised ○ Ability to contribute across disciplines in a small team environment ○ Ability to achieve Baseline Personnel Security Standard clearance ○ Right to work in the UK 	<ul style="list-style-type: none"> ○ Experience in managing data ○ Experience of multi-media comms ○ Experience of dealing with media advertising outlets ○ Producing promotional literature/content
Personal qualities required	
<ul style="list-style-type: none"> ○ Discretion ○ Attention to detail ○ Good time management ○ Helpful to others ○ Self-motivated ○ Adaptable and eager to develop 	