Portsmouth CITY COUNCIL

Support Clerk

Salary: Band 4 - £26,033 - £27,346 per annum

Hours: 37 hours per week, based 5 days per week in the Civic Offices.

Contract: Permanent

DBS Disclosure at basic level will be required prior to any offer of employment

The Service

Revenues & Benefits provide customer and financial services to the residents and businesses of Portsmouth and is part of the wider Finance and Resources directorate.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. If this reflects how you are and how you work, then this could be the role that meets your expectations.

At Portsmouth City Council, we are committed to putting our customers at the heart of everything we do and we are looking for a Support Clerk to work within the Support Services team of our Revenues & Benefits service.

What is the role?

Reporting to the Support Services Team Leader, the post holder will effectively assist in the processing of general administrative duties relating to the Revenues & Benefits Department which include opening post, emails, scanning & indexing.

Key tasks will include:

- To provide an effective post opening and distribution service for the Revenues & Benefits Service.
- To ensure all Revenues & Benefits post received is sorted in accordance with the needs of the Electronic Data Management System (NEC DM). This includes keeping accurate records of original documentation received from customers and recording and processing any cheques received.
- To carry out scanning of all Revenues & Benefits documents as required by the Electronic Data Management System (NEC DM)
- To index all Revenues & Benefits scanned documentation using NEC and the Electronic Data Management System (NEC DM).
- To ensure all emails are imported to the Electronic Data Management System (NEC DM) and indexed on a daily basis.
- Maintaining and updating database systems as directed by management.
- Dealing with general enquiries both internally and externally.
- To assist and provide further clerical support as required.

Portsmouth CITY COUNCIL

Who is the person?

You need to have:

1. Experience of working in an administrative role.
2. An excellent standard of literacy, numeracy and IT Skills.
3. The ability to work to a high level of accuracy and with excellent attention to detail.
4. The ability to work in a methodical way and in accordance with the established processes of scanning and indexing.
5. The ability to work under pressure and meet deadlines, even when priorities have to change suddenly.
6. The ability to work under direction or own initiative and be able to prioritise your workload.
7. The ability to be proactive & flexible to adapt easily to the needs of the section and business delivery.
8. An excellent team player who is able to work in a generic way to ensure good service delivery.
9. Good communication skills with people at all levels.

Additional information

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full policy.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.