



## **Job Specification – Clerical Officer - Education Unit**

### **Job Environment:**

Under the Health and Social Care Professionals Act, 2005, the Health and Social Care Professional Council (CORU) is a statutory body set up to protect the public by promoting high standards of professional conduct and professional education, training and competence among registrants of the designated professions. CORU currently has a vacancy at Clerical Officer level.

### **Job Purpose:**

To provide administrative and clerical support to the Executive in delivering the functions of the Health and Social Care Professionals' Council, its Committees and Registration Boards.

### **Key Activities:**

- Provide general clerical / administrative support, including filing, photocopying answering/ making telephone calls, dealing with email / drafting correspondence etc.
- Liaise with members of the public with queries regarding CORU
- Assist and support in preparing and assembling documentation, papers and reports for Council, Registration Boards, Committees and other Departments
- Assist with research required to inform policy, procedures & other documents, including Codes of Conduct and Standard Operating Procedures
- Assist with the organisation of meetings for internal Committees, including training exercises; liaise with committee Chairs / Registration Board Members; prepare meeting packs and take and distribute meeting minutes
- Organise diaries, schedule meetings with various stakeholders, organise room bookings and catering as required.
- Process registration applications and maintain registrant details on CORU system
- Prepare spreadsheets, databases and any other information resources as required
- Co-ordinate education approval assessment process and maintain schedule
- Provide assistance as required with events including preparation of correspondence, notifications, publications and promotional materials
- Maintain filing system and record management system in accordance with CORU policies.
- Deal with routine queries and complaints
- Prepare reports and business cases as required
- Work as part of a team to deliver CORU services and support line-managers and colleagues
- Carry out such other duties as required from time to time.
- Participate fully in any cross functional training initiatives from time to time.
- Any other tasks as may be assigned by the CEO or other Officer from time to time.

**Essential Qualifications & Experience**

- Educated to leaving certificate or equivalent with a further qualification in a relevant discipline. Education to degree level would be an advantage.
- At least two years relevant administration experience is essential

**Essential skills/characteristics:**

- Excellent interpersonal and communication skills
- Accurate writing skills are essential
- Proven organisational skills and ability to work towards tight deadlines
- Ability to effectively manage and prioritise workloads
- Adaptability and flexibility are important
- Demonstrated customer service skills
- Attention to detail is essential
- Ability to work with confidentiality and discretion to a high degree is expected.
- A thorough knowledge and understanding of office processes and equipment is important and PC proficiency is vital

*This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to regular review and amendment as necessary.*