

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Children Families and Education

DIVISION: Education

JOB TITLE: **Clerking Service Clerk**

ROLE PROFILE

Job Title:	Clerking Service Clerk
Department:	Children Families and Education
Division:	Education
Grade:	Grade 7
Hours (per week):	Variable, casual contract
Reports to:	Clerking Service Team Lead
Responsible for:	N/A
Role Purpose and Role Dimensions:	<ul style="list-style-type: none">• Provides high quality comprehensive business support to the clerking service clients.• Contributes to the effective operation of the clerking service.• Maintains effective professional working relationships with the clerking service.• Develops and maintains effective professional working relationships with clerking service clients.• Provides high quality, professional minutes that will demonstrate any evidence of the Board holding the head teacher and senior leadership team to account.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	Trust Boards, Governing Boards, CEOs and Head Teachers
Key Internal Contacts:	Clerking Service and Education Governance
Financial Dimensions:	N/A
Key Areas for Decision Making:	<ul style="list-style-type: none">• Advises the Board of its statutory duties and responsibilities.• Advises the Board on governance procedure and good practice.• Advises the Board on ways of improving the efficiency of how the Board works and its effectiveness.• Works within the clerking service framework, guidance and policies.• Produces high quality, professional minutes demonstrating

evidence of Board impact on school improvement.

Other Considerations:

- Ability to travel within the London Borough of Croydon and surrounding areas.
- Flexibility to attend meetings held in the evening and during the day, which can be held virtually or face to face depending on client requirements.
- Will need to provide and use own laptop to work.
- Will need to work flexibly and as necessary.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:
Administrator to the Board

Key Elements:

This will involve:

- Producing a purposeful agenda which is focused on school improvement and statutory functions of the Board.
- Encouraging the head teacher and others to produce agenda papers on time for distribution with the Board agenda.
- Producing and collating the agenda and papers so that the Board receive them at least eight clear days, and preferably ten days before the meeting.
- Ensuring the accurate recording of the attendance of governors at meetings and taking appropriate action regarding absences.
- Advising the Board on governance legislation and procedural matters where necessary during the meeting.
- Collecting and collating key Board documentation eg pecuniary interest register, skills register.
- Ensuring the Board agree, where relevant, all terms of

references for committees and working parties on at least an annual basis, or more frequently when required.

- Chairing, when required, the opening of a Board meeting when a new chair of governors is to be elected.
- Taking detailed and accurate notes of Board meetings to prepare minutes.
- Recording all decisions and actions accurately and objectively with timescales.
- Liaising with the clerking service within twenty fours of the meeting to discuss any issues or questions that need addressing.
- Writing accurate, appropriate and concise draft minutes that are presented in a professional manner using appropriate school improvement language, ensuring that any stakeholder upon reading them will understand the business discussed at the meeting and the impact on school improvement.
- Demonstrating through high quality professional minutes any evidence of the Board holding the head teacher and senior leadership team to account.
- Sending draft minutes to the Chair of the meeting within 5 days of the meeting.
- Storing all draft and final paperwork in the clerking service SharePoint library.

Information Manager to the Board

This will involve:

- Setting up and maintaining systems and processes to enable the smooth running of the clerking service and assigned Boards; ensuring that the clerking service and the Board work is well coordinated and well organised.
- Liaising with the clerking service, to ensure a cycle of agenda items for meetings, and statutory items is accurately produced for each allocated school.
- Updating the required database of new governor appointments, reappointments, resignations with all relevant details within twenty four hours of notification.
- Informing Education Governance of any changes to the database within 24 hours, requesting log in details and, where appropriate, welcome packs to be sent to new appointments.
- Ensuring the database has accurate records of Trustee / governor terms of office including start and end dates so elections or reappointments can be organised in a timely manner.
- Maintaining accurate attendance records of all Board and committee meetings.
- Ensuring all paperwork for all key Board roles and responsibilities, including pecuniary interest register, skills matrix, terms of references, committee memberships, and standing orders are stored via the clerking service SharePoint library.
- Ensuring that a policy scheduler is used to inform when statutory policies and other documents are due for renewal.
- Ensuring a copy of all draft minutes, approved minutes and any other documentation are stored in the clerking service SharePoint library.
- Ensuring all Board correspondence is dealt with quickly and appropriately, forwarding to the clerking service coordinator as required.
- Reminding the Chair of the Board that an enhanced Disclosure

and Barring Service check must be carried out on all new members within the statutory timescale.

- Ensuring all confidential items, are disseminated to only those applicable.
- Assisting in the preparation of reports and briefing papers on a wide range of issues for the Board as directed by the clerking service coordinator.
- Using the required IT hardware and software to contribute to the coordination of the clerking service.
- Quality checking own work to produce a very high level of accuracy and quality.
- Raising in a timely fashion any concerns or queries with the clerking service.
- Ensuring all work is completed within the given timeframes.

Adviser to the Board

This will involve:

- Attending mandatory training ½ termly (Clerks Briefing and Clerks Service meeting) by the clerking service, in order to give appropriate statutory advice, support and guidance to the Board.
- Advising the Board on how best to meet the requirements of the appropriated statutory requirements.
- Supporting and providing advice to the Board about the appropriate recording of confidential information in minutes.
- Advising the Board on best practice.
- Keeping up to date with relevant legislation and legal guidance, by attending clerk training and other relevant training as directed by the clerking service.
- Advising Boards of governor end dates in good time in order for elections or appointments to be organised in a timely manner.
- Advising and ensuring the correct composition of the membership of the Board.
- Advising the Chair of the Board, Chairs of committees, the CEO / Head Teacher and individual Trustees / Governors on constitutional, procedural and legal governance issues.
- Advising the Board of non-attendance of governors, and appropriate action that can be taken.
- Advising Head Teachers and Governors on the process of parent and staff elections following governance requirements.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.
- Supporting and maintaining effective communication channels between the clerking service, the chair of governors, governors, and head teacher.
- Ensuring all communication for the board is responded to, seeking advice and support from the Clerking Service Team Lead as necessary, within 24 hours.
- Delivering other services e.g. clerking for complaint panels, pupil disciplinary panels, school improvement meetings, staff hearings and appeal panels, once agreed with the Clerking Service Team Lead.

- Attending and participating in relevant meetings as required.
- Being aware of and complying with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the clerking service.
- Being aware of and supporting difference and ensure equal opportunities for all.
- Participating in one to one's and ensuring the achievement of personal objectives and performance targets.
- Managing time and own performance to assist with effective service delivery and personal development.
- Undertaking such other duties from time to time as may be commensurate with the grade and nature of this post.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Clerking Service Clerk, Children, Families and Education

Essential knowledge:

- Knowledge of relevant governance legislation.
- Knowledge of the structure of schools and their community.
- Understanding of safeguarding.

Essential skills and abilities:

- Good listening skills which include the ability to discriminate and assimilate key information.
- Good literacy skills to enable the writing of concise and accurate summaries of governors' discussions, leading to a formal minute where decisions, resolutions and recommendations are recorded appropriately and clearly.
- Ability to communicate and liaise effectively with all governors, individuals in schools and the clerking service.
- Good interpersonal skills which will allow the development of positive and effective working relationships with Chairs, Governors, Head Teachers, and the clerking service.
- Ability to time-manage deadlines effectively, allowing the production of agendas, minutes and other documentation within the required timescales.
- Ability to keep, maintain and evaluate important systems and records relating to governors' data, ensuring that governors and relevant partners are in receipt of relevant documentation and information.
- Ability to keep governors fully up to date with records and information, particularly changes in regulations which necessitate review of policy documents within the Board.
- Ability and willingness to share good practice with colleagues.
- Ability to maintain confidentiality.
- Ability to produce an impartial record and give impartial advice.
- Prepared to answer and support the clerking service with queries and requests for information and advice between meetings.
- Open to learning and change.
- Ability to demonstrate tolerance and patience, with an understanding that the school community is made up of a diverse set of individuals.
- Willingness and ability to be contacted to convene meetings etc.
- Computer literate with word processing and technology communications skills and access to a working computer.
- Ability to work independently in an environment when professional advice and support may not be available.
- Ability to work unsocial hours (defined as an example of from 18:00 hours to 22:00 hours) and be called on at short notice of 2 – 3 days to convene and attend extraordinary meetings.
- Agreement to complying with Croydon Council's Policies and Procedures.
- Understanding of the principles of good customer service and an ability to put these into practice for providing the best possible levels of service for the clerking service.
- Ability to identify safeguarding issues and raise concerns appropriately.
- A strong customer and commercial focus.

Essential experience: Able to demonstrate a previous history which details relevant skills and knowledge as applied in other or similar settings.

Special conditions:

- Able and willing to travel within London Borough of Croydon and surrounding boroughs.

- Able to provide and use own laptop or equivalent.
- Able and willing to attend mandatory and non mandatory training and professional development opportunities.
- Positive in attitude towards personal development and training.
- Enhanced Disclosure and Barring Service check may be required.