

## Job Description

**Post:** Clerical Officer Distribution

**Department:** Distribution

**Grade:** Clerical Officer

**Reports to:** Executive Officer Distribution

### **1 Scope**

1.1 The post holder is responsible for daily operational delivery of the Distribution Team's work. Distribution team operates in a secure environment and is structured in three sections, Confidential, Operations and Services, the post holder will have a core position in one of these sections but will be required to work across the Distribution team from time to time.

### **2 Key corporate responsibilities**

- 2.1 To contribute fully, at the appropriate level, to the operations of the relevant Business Unit in order to achieve the objectives of CCEA's Corporate and Operational Plans.
- 2.2 To contribute fully, at the appropriate level, within the relevant Business Unit to CCEA's:
- (i) accountability and performance management framework;
  - (ii) risk management framework;
  - (iii) quality management framework; and
  - (iv) communications management framework.

The post holder will ensure the compliance of self and, where appropriate, others with these frameworks such that they support the achievement of CCEA's Corporate and Operational objectives.

- 2.3 To assist the relevant line management, Business Unit Manager, Director and Executive Team in supporting the functions and responsibilities of CCEA and all of its committees.
- 2.4 To ensure that CCEA secures value for money from the resources available to it.
- 2.5 To ensure, as appropriate to the level of the post, that CCEA operates an effective and transparent system of decision-making which includes a robust challenge function at all levels.
- 2.6 To contribute fully, as consistent with the scope of this role, to the full range of the Business Unit's work in relation to business improvement models including

ISO, liP and Customer Excellence, taking ownership, where applicable, for formal documentation, policies, practices, procedures, records, reports and statistical information. The post holder will be required to identify measures and targets to develop meaningful approaches to benchmarking consistent with a culture of continuous improvement

- 2.7 To be responsible for maintaining CCEA records in accordance with the ISO Overview Procedure and to become familiar with records management practices and the implication of the Freedom of Information (FoI) and Data Protection (DP) Acts.
- 2.8 To contribute to the effective discharge of the Section 75 duties in line with CCEA's Equality Scheme
- 2.9 To carry out any other duties, falling reasonably within the competence and capability of the post holder, to support the achievement of CCEA's objectives as directed by line management, Business Unit Managers and Executive Team.

### **3 Key accountabilities**

The post holder will:

- 3.1 collate, pick, pack, quality check and dispatch materials for monthly and special dispatches;
- 3.2 process internal and external customer orders and requests through the appropriate stock control system;
- 3.3 collate, pick, pack, quality check and dispatch internal and external customer orders and requests;
- 3.4 collate, pick, pack, quality check and dispatch confidential examination support materials including stationery items, answer booklets, forecast grade OMR forms etc for main and top-up orders;
- 3.5 collate, pick, pack, quality check and dispatch confidential Invigilation stationery;
- 3.6 collate, pick, pack, quality check and dispatch confidential examination papers, including GCSE, GCE, OLA, Essential Skills etc, and associated materials;
- 3.7 collate, pick, pack, quality check and dispatch confidential results reports and candidates' certificates;
- 3.8 collate, pick, pack, quality check and dispatch of delegate packs for CCEA events;
- 3.9 take receipt of deliveries into the CCEA warehouse and record in Goods In/Goods Out log and forward to the addressee;
- 3.10 count and record all materials as required for monthly and annual stock takes;

- 3.11 monitor stock levels in own area of work and report low stocks to line manager;
- 3.12 adhere to the Safe System of Work in regard to warehouse safety and forklift truck operation.

#### **4 Key people management responsibilities**

The post is not a line management role. However, occasionally there may be a need to provide guidance for temporary staff.

The post-holder will:

- 4.1 have due regard at all times for the health and safety of self and others within the relevant section, team, Business Unit and organisation in general.

#### **5 Key financial management responsibilities**

- 5.1 The post holder has no direct budgetary responsibility.