

APPENDIX 2



HM TREASURY

United Kingdom
Debt
Management
Office



TREASURY GROUP SHARED SERVICES

Role Profile (HMT)

Vacancy Summary			
Job Title:	Correspondence Clerk	Job Reference:	OC001628B
Directorate:	PERM	Team:	MIN/CEU
Line Manager	Chris Vasili	Range:	Range B
PSG Career Grouping:	Operational Delivery	Closing Date:	21 November 2008

Salary Range

£17,461 to £19,706
(permanent)

About HMT

The Treasury is the United Kingdom's economics and finance ministry. It is responsible for formulating and implementing the Government's financial and economic policy. Its aim is to raise the rate of sustainable growth, and achieve rising prosperity and a better quality of life with economic and employment opportunities for all.

About the Team

CEU is part of the Ministerial Support Team. The Unit is responsible for dealing with a wide range of correspondence and enquiries from MPs and members of the public. This can be either via the public telephone and email lines or via hard copy letters. It is a team of 15 staff, working with Ministers' offices, policy teams, Parliamentarians and the public. It is a busy team handling an average up to 1000 items of correspondence and enquiries a week.

About the Post

The way in which we interact with MP's and the public plays an important part in the way in which the Department's efficiency is judged and the Government attaches the greatest importance to this. The CEU team therefore plays a key role. The post will provide a good understanding of the wide range of work for which the Treasury, and other Government Departments, particularly the HMRC, are responsible. In April 2006 the correspondence units of HM Treasury (HMT) and HM Revenue and Customs (HMRC) merged to enable more effective and efficient cross Departmental correspondence handling. CEU, and the Treasury, have very close working links with HMRC.

The work can be demanding and you will need to work well on your own and as part of a busy and flexible team to get the job done. You will need to be comfortable with using IT systems

and posses a strong customer service focus, both to internal and external stakeholders.

This particular post is primarily concerned with the formatting and checking of draft replies for Ministers in response to letters from MPs. We are particularly interested in applicants who can work with high volumes of work, have a good eye for detail and typing skills and who can interact professionally with internal officials including Minister's offices. Over time there will also be scope to gain experience in other areas of the team's work as part of general development and awareness of our broader remit including dealing with processing letters and handling enquiries from MPs and the public by email and telephone.

Job Specification

Key Responsibilities:

- The main duties of CEU are:
- Processing, quality checking and preparing draft replies for Minister's approval;
- Liasing with officials and Minister's offices on the process and quality of replies;
- Effectively using the IT support system in the efficient and timely process of correspondence;

more broadly :

- to read incoming post and process/allocate using the IT support system within targets;
- to create database case records;
- to deal with public enquiries via HMT public telephone and email lines;
- Work effectively with teams in advising and monitoring correspondence progress.
- to handle correspondence being transferred in/out of HMT to other Departments.
- Checking and sending out final Ministerial replies- scanning replies and updating records

A further post may become available which would focus more on the broader responsibility areas.

Person Specification	
Essential Criteria	
Knowledge Requirements	Skills Requirements
<ul style="list-style-type: none"> • Good time management and communication skills. • Core business support skills including document/post handling, data inputting and effective communication. • A good team player - flexible and adaptable • well organised and focussed on objectives • ability to learn, retain and use information • confident in using IT applications – training will be provided in use of suport system • Customer service focussed in effectively dealing with a wide range of public enquiries by phone, email or letter • ability to cope well with a busy and varied workload • self motivated • A quality/proof reading approach with an 'eye for detail'. 	<ul style="list-style-type: none"> • Applicants will be assessed against the Treasury A-C competence framework, in particular the post holder will need to demonstrate: . • Open Communication: This post involves constant contact with CEU colleagues, internal officials and Minister's offices. Applicants need to demonstrate strong communication skills and a strong commitment to customer service.· • Delivering Together: There is strong empahasis on building effective retrlations relations and working closely with other members of the team and all stakeholders to deliver results. • Achieving Results: Post holder will need to be enthusiatic and flexible to demonstrate an ability to organise themselves in an environment with constantly changing demands and priorities, while required to deliver results under tight timescales.· • Thinking and Developing Professionally: The team is committed to constant improvement. The post holder will actively participate in that process, so will need a commitment to identifying areas for change and implementing appropriate responses.
Desirable Criteria	
<ul style="list-style-type: none"> • An ability to type at a reasonable speed and an experience in formatting documents would be an advantage. 	

Key Competencies					
Thinking Strategically		Managing People		Managing Resources	
Analysis & Use of Evidence		Open Communication	X	Achieving Results	X
Thinking and Developing Professionally	X	Appreciating People	X	Delivering Together	X

Working Arrangements

This post will be based in London at the Treasury's main building at 1 Horse Guards Road, SW1. This is a full time post but alternative work patterns and flexible working hours are available and will be considered.

Application Details

To apply for this post, you should complete an application form and submit it to <<Insert recruiting line manager contact e-mail>> copying in 4741@hm-treasury.x.gsi.gov.uk, (HR Central Services) quoting the job reference number in your request.

Diversity Statement

HM Treasury has a strong commitment to equality and diversity, as shown in the Ten-Point Diversity Delivery Plan. Our aim is to be a department which is open and accessible, recruiting and retaining diverse, talented and high-performing people who support and develop one another.

HM Treasury guarantees to interview any disabled applicants, provided they meet the minimum criteria for the post, and inform HR Central Services of their eligibility for a guaranteed interview in their covering letter/application form.

Eligibility

This post is being advertised via the following process:

External Competition This post is subject to a full open competition and will be advertised internally and externally via a civil service trawl and media advert. All are eligible to apply regardless of employment/contract status.	Y
Open on Promotion?	Y

If in doubt about your eligibility to apply for this post please contact HR Central Services on 0207 2704741 for further advice.