



## Specification

JOB TITLE : Band 2 Clerical Assistant

DEPARTMENT : Single Point of Access - Integrated community Services Division

FACTORS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Education/ Qualifications	NVQ Administration Level 2 or word processing/typing qualification to level 2 or NVQ Customer Service Level 2  English and Mathematics GCSE Level		Usual methods of assessment for ALL attributes include:- <ul style="list-style-type: none"><li>- Application Form</li><li>- Interview</li></ul>
Knowledge	Is able to organise own time and workload.  An understanding of the services, relevant legislation  Experience of using a range of computer software packages to produce accurate, well-presented documents	Experience with LE2.2 Waiting lists Appointment booking Cancelling clinics	
Experience	Experience of working in a busy office environment  Evidence of maintaining information systems  Experience of working in a reception area or a Word Processing Level 2 or Typing Level 2 qualification		
Skills and Abilities	To be able to develop and maintain effective working relationships and respond appropriately to the needs of colleagues and customers  To be able to work as part of a team  To have the ability to plan, organise and prioritise workloads		

FACTORS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<p>To have the ability to work under pressure and to meet deadlines</p> <p>To have the ability to input, search, store, retrieve and supply information from a variety of sources</p> <p>To produce documents from various sources using a range of software</p> <p>To be able to order, maintain and distribute specified goods and services</p> <p>To maintain quality administrative services to patients</p> <p>To demonstrate the ability to plan, develop, organise and prioritise your work to meet deadlines and changes in priority</p> <p>To demonstrate the ability to use information technology systems and software</p> <p>To be able to receive, sort and co-ordinate the distribution of mail within service area</p> <p>To be able to enter and retrieve information and produce documents using a range of systems and software</p>		
Work Related Circumstances	The nature and demands of the post holder's time are not always predictable and there will be an expectation that work may be required	Car driver	

FACTORS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<p>outside core hours</p> <p>Ability to work flexibly across the Intermediate Tier footprint to meet business needs and service delivery objectives. e.g. delivery of 7 day working.</p> <p>Health cleared by Occupational Health to undertake the full range of duties of the post Able to work under pressure and constantly respond and adapt to frequent changes in circumstances.</p>		