

## PERSON SPECIFICATION

Job Title: Clerical Officer – Band 2

Team: Castle Hill Hub

	Essential	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Mathematics GCSE Level</li> <li>English GCSE Level</li> <li>Evidence of continuous and professional, development.</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Administration Level 3</li> <li>Work Processing qualification or typing qualification Level 3</li> </ul>	Application form Certificates
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Previous Clerical or Administration experience</li> <li>Experience working in a busy office environment &amp; dealing with telephone enquiries.</li> <li>Evidence of managing, organising and maintaining information systems.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of Health &amp; social Care and the referral process</li> <li>NHS Clerical Experience</li> </ul>	Application form Interview References
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Demonstrates good interpersonal &amp; communication skills.</li> <li>To maintain quality administrative services to patients.</li> <li>Ability to work independently and effectively as part of a team and under supervision.</li> <li>Be able to motivate others &amp; manage change.</li> <li>To demonstrate the ability to use information technology systems and software</li> </ul>	<ul style="list-style-type: none"> <li>Use of LE2.2</li> <li>Experience with Excel</li> </ul>	Application form Interview

	<ul style="list-style-type: none"> <li>• To be able to enter and retrieve information and produce good quality documents using a range of systems and software.</li> <li>• To demonstrate the ability to plan, develop, organise and prioritise your work to meet deadlines and changes in priority.</li> </ul>		
KNOWLEDGE	<ul style="list-style-type: none"> <li>• Be aware of local &amp; central health policies.</li> <li>• Understands and applies principles of learning in practice.</li> <li>• Understanding of the services and relevant legislation</li> <li>• Understanding of equality and diversity issues.</li> </ul>		Application form Interview
Other	<ul style="list-style-type: none"> <li>• Ability to work flexibly to meet the needs of the service</li> <li>• Computer literate</li> <li>• Health cleared by Occupational Health to undertake the full range of duties of the post.</li> </ul>		References Interview Application Form