



Person Specification

Post Title: Clerical Officer

Post Number:

| Knowledge | E = Essential D = Desirable | Identified By |
|--|--------------------------------|---------------|
| Knowledge of office systems. | E | A/I |
| Knowledge of IT & Computerised Systems | E | A/I |
| A good understanding of the principles of customer care | E | A/I |
| Knowledge of services provided by Children & Young People's Services | D | A/I |
| Skills and Abilities | E = Essential D = Desirable | Identified By |
| Verbal and written Communication Skills | E | A/I |
| Ability to deal with Customers over the phone in the appropriate manner. | E | A/I |
| Ability to deal with sensitive & confidential information | E | A/I |
| Ability to maintain computerised records / databases. | E | A/I |
| Ability to maintain manual records. | E | A/I |
| Ability to work as part of a team. | E | A/I |
| Ability to reschedule work according to competing priorities. | E | A/I |
| Experience | E = Essential D = Desirable | Identified By |
| Experience of clerical work in an office environment. | E | A/I |
| Maintaining and developing electronic filing systems. | D | A/I |
| Meeting deadline and prioritising workloads | E | A/I |
| Use of word processing / databases. | E | A/I |
| Experience of working with the general public | D | A/I |
| Qualifications | E = Essential D = Desirable | Identified By |
| NVQ Level 2 customer care or equivalent | D | A/C |

| | | |
|---|--|----------------------|
| ECDL/IBTII or equivalent | D | A/C |
| Other Circumstances | E = Essential D = Desirable | Identified By |
| Awareness of disability, diversity and equality when dealing with customers. | E | I |
| Willingness to learn the priorities of the team and to respond to varying demands. | E | I |
| Flexible working to ensure continuous cover in liaison with other clerical staff | E | I |
| Willingness to work at various locations within the borough as directed | E | I |
| An ability to fulfil all spoken aspects of the role with confidence through the medium of English | E | I |

Key

A = Application Form

I = Interview

C = Certificate