

PERSON SPECIFICATION

Job Title: Clerical Officer – Band 2

Team: Castle Hill Hub

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

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