

WALSALL HEALTHCARE NHS TRUST

PERSON SPECIFICATION

**POST: Clerical Officer, Health Records**

**GRADE: AfC Band 2**

Job Requirements	How Tested	Weighting
<b>Qualifications</b> <ul style="list-style-type: none"> <li>- Good standard level of education (2 GSCE's or equivalent – preferably English and Maths).</li> <li>NVQ level 2 in Customer Service (or equivalent).</li> </ul>	<p>A</p> <p>A</p>	<p>H</p> <p>H</p>
<b>Experience</b> <ul style="list-style-type: none"> <li>- Dealing with patients/general public face to face or working in a customer focused environment.</li> <li>- Using MS Office and other Information systems/Patient Administration System (desirable) to input and update personal data.</li> <li>- Working as part of a team in a busy environment.</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>H</p> <p>H</p> <p>H</p>

<b>Knowledge and Skills</b> <ul style="list-style-type: none"> <li>- Numeracy skills and attention to detail.</li> <li>- Excellent keyboard, IT and administrative skills.</li> <li>- Good customer care and verbal communication skills.</li> <li>- Lifting and manual handling techniques</li> <li>- Knowledge of confidentiality and data protection issues.</li> </ul>	<p>A/I/T</p> <p>A/T</p> <p>A/I</p> <p>A/I</p> <p>A</p>	<p>M</p> <p>H</p> <p>M</p> <p>L</p> <p>H</p>
<b>Other</b> <p><b>Personal and People Development:</b></p> <ul style="list-style-type: none"> <li>- Able to develop own skills and knowledge and participate</li> </ul> <p><b>Health, Safety and Security:</b></p> <ul style="list-style-type: none"> <li>- Able to monitor and maintain health, safety and security of self and others.</li> </ul>	<p>A/I</p> <p>A/I</p>	<p>H</p> <p>M</p>

#### How Tested

A = Application Form  
I = Interview  
T = Test  
P = Presentation  
O = Other  
R = Reference

#### Weighting

H = High  
M = Medium  
L = Low