



## Clerical Officer – Band 2

**Recruitment Profile – This is a summary of the Job Description and Person Specification**

AfC ref:

### About the Role

To provide a range of basic clerical support within the designated area.

### Qualifications and Training

- Educated to GCSE Level or equivalent. English at C or above – or equivalent qualification/demonstrable experience.
- Computer literacy skills/qualifications such as RSA2/NVQ 2 or equivalent demonstrable experience.

**The following would be an advantage but are not essential:**

### Experience and Knowledge

- Previous office/administrative experience.
- Previous office/administrative experience in an NHS environment.
- Experience of dealing with confidential information.

### Organisational Structure





**The core duties of the role are:**

- Acting as first point of contact for patients, visitors, staff and other service users.
- Resolving routine enquiries where appropriate, signposting to relevant referral point, and escalating issues when necessary.
- Undertake basic clerical tasks such as producing and issuing standard letters, distributing post, filing, retrieval of files, and photocopying.
- Production of routine letters and other appropriate documents.
- Inputting and extracting data on relevant databases.
- Provide cover for other team members, such as the designated Receptionist where necessary to maintain the department's appointment system.
- Ensuring adequate stock levels of stationery items.
- Assisting with the induction and ongoing training of new administration team members.
- Following both Trust and departmental policies and procedures.



## About you

This section details the skills and abilities required for this role. If you feel these describe you, we would welcome your application.

## Skills and Abilities

- I am able to communicate effectively, clearly, and accurately in plain simple language, both verbally and in writing.
- I am able to communicate effectively where language barriers exist.
- I can deal with distressing and emotional situations with empathy, sensitivity and diplomacy.
- I understand the importance of maintaining confidentiality.
- I am organised, and able to prioritise my own workload.
- I am self disciplined and motivated.
- I can function effectively as part of a team.
- I can flex my approach and adapt to new demands.
- I can use my own initiative, exercise judgment, resolve problems and stay calm under pressure.



This section details the personal attributes we require for this role which align with our Trust Values:

**Kindness** – We are respectful, fair and helpful.

**Openness** – We listen, collaborate and are inclusive.

**Excellence** – We are professional, demonstrate integrity and are ambitious.

#### **Behaviours and Values**

- **I collaborate** I help others understand how services and teams connect to deliver the best possible outcomes.
- **I act with integrity** I have a cheerful outlook and take responsibility for my actions.
- **I am professional** I lead by example demonstrating awareness of the impact of my behaviours and support others to do the same.
- **I listen** I take time, even when busy, to truly understand the point of view of others.
- **I am helpful** I am attentive and compassionate and think about what others need. I go the extra mile for patients and colleagues.