

## PERSON SPECIFICATION

JOB TITLE: Administrative and Clerical Officer

DEPARTMENT: Adult Community Physical Health

GRADE: 3

Education/Qualifications	How measured
Education to GCSE/CSE level C and above	Application
RSA II /City & Guilds Qualification in typing/administration or NVQ Level 3 or Equivalent experience	Application
Experience	
Experience of working in an Office environment.	Application
Experience of working with public.	Application
Skills/Abilities/Knowledge	
<ul style="list-style-type: none"> <li>• Computer literacy – Intermediate use of Microsoft Office packages including Excel.</li> <li>• Knowledge and use of RiO</li> <li>• Communication and relationship skills Clear and fluent level of written and verbal communication</li> <li>• Works autonomously.</li> <li>• Knowledge of data protection and confidentiality</li> </ul>	<p>Interview</p> <p>Application Interview</p> <p>Application Interview</p>

<ul style="list-style-type: none"> <li>• Interpersonal skills</li> <li>• Analytical and judgemental skills</li> <li>• Planning and organisational skills</li> </ul>	Application & Interview Interview
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<ul style="list-style-type: none"> <li>• Admin/clerical skills Knowledge of standards of filing systems and data storage systems electronic and paper</li> <li>• Freedom to act</li> <li>• Physical skills</li> </ul>	Interview & Application  Application & Interview Application & Interview
<p><b>Effort and Environment</b></p> <ul style="list-style-type: none"> <li>• Physical Effort To manage self and be flexible to the demands of the team environment, including unpredictable work patterns, deadlines, and interruptions</li> <li>• Mental Effort To be able to maintain a high level of concentration in a busy work environment to ensure completion of tasks to their entire conclusion.</li> <li>• Emotional Effort Able to switch between tasks and refocus.</li> <li>• Working Conditions To sit at the PC for majority of the day answering the phone and undertaking tasks requiring use of the PC To work primarily in the local office environment with support to other locations if and when required.</li> </ul>	Interview  Interview  Interview  Interview

<b>Other Requirements</b> <ul style="list-style-type: none"><li>• Good interpersonal skills</li><li>• Demonstrates ability to be a good team member.</li><li>• Responsive to change and ideas and adaptive and creative within new systems.</li><li>• To perform all duties in an efficient professional and courteous manner</li></ul>	Interview Interview  Interview  Interview
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*NB These are not definitive lists if there are any others specific to a post, please add to the form which should then be signed by the line manager and post holder alongside the Job description.*

Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name

AFC Reference Number	
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