



Person Specification

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St. Helens Council

Job Title: Clerical Officer

Ref No:

Knowledge	E = Essential D = Desirable	Identified by
Knowledge of Office Systems, including familiarity with filing systems.	E	Application Form / Interview
Knowledge of services provided by social services	D	Application Form / Interview
A good understanding of the principles of customer care.	E	Application Form / Interview
Skills and Abilities	E = Essential D = Desirable	Identified by
IT/Computer literate, experience of using word processing software packages, using e-mail and internet, understanding of how to create and use databases/spreadsheets.	E	Application Form / Interview
Excellent communication skills with the ability to communicate written information to a quality standard	E	Application Form / Interview
Ability to deal with sensitive and confidential information	E	Application Form / Interview
Ability to meet deadlines and provide a high quality Clerical service	E	Application Form / Interview
Good telephone manner and ability to record and process messages.	E	Application Form / Interview
Experience	E = Essential D = Desirable	Identified by
Experience of clerical work in an office environment	E	Application Form / Interview
Experience of typing general correspondence and reports and able to produce accurate documentation	E	Application Form / Interview
Experience of collecting, recording and reporting accurate data	E	Application Form / Interview
Experience of maintaining and developing filing systems	E	Application Form / Interview
Experience of meeting deadlines and prioritising workloads	E	Application Form / Interview



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Qualifications	E = Essential D = Desirable	Identified by
NVQ Level 2 Business Administration or equivalent	E	Application Form / Interview / Certificate
ECDL	D	Application Form / Interview
Other Circumstances	E = Essential D = Desirable	Identified by
Willingness to learn the priorities of the team and to response to varying demands	E	Application Form / Interview
Flexible working to ensure continuous cover in liaise with other clerical staff	E	Application Form / Interview
Willingness to work at other locations within the Borough as directed	E	Application Form / Interview
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	E	Interview