



**Person Specification – Clerical Officer**

		Essential	Desirable	Where Measured
<b>Knowledge</b>	Maintaining and developing electronic filing systems		✓	Application/interview
	Meeting deadlines and prioritising workloads	✓		
	Use of word processing/databases	✓		
	Experience of working with the general public	✓		
<b>Skills &amp; abilities</b>	Verbal and written communication skills	✓		Application/interview
	Ability to deal with customers over the phone in the appropriate manner	✓		
	Ability to deal with sensitive & confidential information	✓		
	Ability to maintain computerised records/databases	✓		
	Ability to maintain manual records	✓		
	Ability to work as part of a team	✓		
	Ability to reschedule work according to competing priorities	✓		
<b>Experience</b>	Experience of clerical work in an office environment	✓		
	Maintaining and developing electronic filing systems		✓	
	Meeting deadlines and prioritising workloads	✓		
	Use of word processing/databases	✓		
	Experience of working with the general public		✓	
<b>Qualifications</b>	ECDL/IBTII or equivalent		✓	Application/certificates
	NVQ Level 2 customer care or equivalent		✓	
<b>Other circumstances</b>	Awareness of disability, diversity and equality when dealing with customers	✓		Interview
	Willingness to learn priorities of the team and to respond to varying demands	✓		
	Flexible working to ensure continuous cover in liaison with the other clerical staff	✓		
	Willingness to work at various locations within the borough as directed	✓		
	An ability to fulfil all spoken aspects of the role with confidence through the medium of English	✓		