EMPLOYMENT **ZONE** **R&S 2**

Person Specification

Job title:	Clerical Officer
Job Family/ Grade/Level:	Clerical and Administrative Processing/CA2 – Grade 3
Summary of role:	To deliver clerical/administrative support to one or more individuals in office areas.

Criteria	**Essential**	**Desirable**	**Evidence**
Education, qualifications & training		English, Maths & another subject at standard grade (credit Level) or equivalent Vocational Qualification.	• Application Form • Certificates
Skills	Basic literacy and numeracy skills. Ability to operate office equipment. Relevant level of IT skills. Can plan, organise and complete allocated work within a set time. Offers guidance to colleagues when sharing work knowledge.	Can accurately record information from a variety of sources.	• Application Form • References • Interview • Assessment
Knowledge	Working knowledge of relevant computer software packages such as Microsoft Office (Word/excel), SAP. Working knowledge of admin processes and systems.	An awareness of the work of Council Services. Has an appreciation of the technical knowledge of the section/ service.	• Application Form • References • Interview • Assessment
Other	Has an ability to work alone or as part of a team. Shows an enthusiastic & positive manner. Demonstrates a flexible approach to the needs of the section/service/council. Prioritises the needs of the customer within required timescales. Can effectively follow security procedures.	Can manage difficult service interactions.	• Interview

Competencies		Evidence
PERSONAL EFFECTIVENESS - COMMUNICATING Level 1	• You get on well with people, by explaining your ideas clearly, so that they understand you. • You speak clearly and calmly, and you're tactful. • You're a good listener. • You answer questions in the right way - promptly and accurately. • You make sure that people have understood you, and they know to pass the message on to others. • You write clearly, when needed, and in a way that people can understand. • You sort out information appropriately, and write, or input, it correctly	
PERSONAL EFFECTIVENESS - SELF-DEVELOPMENT Level 1	• You know and understand the different aspects of your job. • You know what results you need to achieve, and how to achieve them. • You keep up-to-date with any changes in the skills and knowledge you need. • You come up with new or different ideas and ways of learning. • You're aware of your own strengths, but also where you need to develop. • You join in with any training you need to do. • You try to develop your career	
PROVIDING EXCELLENT CUSTOMER SERVICE - CUSTOMER ORIENTATION Level 1	• You treat customers fairly and consistently. • You provide a professional, polite and high quality service. • You sort out enquiries and problems promptly. • You understand how customers feel, and show this in the way that you deal with them. • You spot mistakes or problems and apologise for them. You keep customers up-to-date, by giving them as much suitable and correct information as you can.	
PROVIDING EXCELLENT CUSTOMER SERVICE - FORWARD THINKING Level 1	• You find out what other people need by asking questions that can't be answered with just a 'yes' or a 'no'. • You act on your own initiative and sort out difficult situations or problems, without having to be asked. • You look at a number of different options when trying to sort out a problem. • You like to hear about different ideas; you're keen to do well; and you 'go the extra mile' for people.	
MANAGING CHANGE - ATTITUDE Level 1	• You're happy to be told about new ideas and ways of working. • You try to see the good things that change can bring. You're aware of your own concerns when faced with change, and understand how other people feel about it too. • You try hard to do things the new way, when things change.	

	• You're able to cope with change and handle situations that seem unclear. • You don't mind being interrupted in the middle of a task.	