

JOB SPECIFICATION

GRADE: Clerk/ Word Processor

DEPARTMENT: Any

RESPONSIBLE TO: Head of Department

The main duties of the post are:

(a) Clerical duties

- Undertaking routine clerical duties, as directed by the Line Manager.
- Photocopying, collating and shredding documents handling incoming and outgoing correspondence, including sorting and delivering mail within the office.
- Dealing with incoming telephone calls and making telephone enquiries, and handling messages.
- Carrying out routine mathematical or statistical work.
- Performing filing duties, including collating papers and maintaining filing systems.
- Referring matters, as required, to the Line Manager.
- Liaising with and assisting other members of staff in the department.
- Attending to members of the public.

(b) Word-processing duties

- Using a word processor or other keyboard, as required.
- Using and handling software, as required.
- Using spreadsheets.
- Inputting data.
- Preparing memoranda or letters, from drafts.
- Carrying out electronic filing, sorting and updating of information.
- Maintenance of indices.

(c) Other duties

- Substituting for higher grade officers, as required by management.
- Carrying out such other duties as may be required from time to time by the Line Manager that are appropriate for the grade.

PERSON SPECIFICATION

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
Qualifications	<p>Two GCSE passes (or GCE 'O' Level) at grades A, B or C, or two CSE grade 1, or two CEE grades 1, 2 or 3. One of these qualifications must be in English Language, or</p> <p>A full GNVQ (Intermediate), BTEC (Intermediate) or BTEC (First Diploma), OCR National (Level II award), NVQ (Level II award) together with one GCSE pass at grade A, B or C, GCE 'O' Level, CSE grade 1 or CEE grades 1, 2 or 3 in English Language.</p> <p>OCR/RSA Stage 2 (Intermediate) or any other qualification providing evidence of proficiency in Word Processing at an equivalent level.</p>	Accredited Audio Transcription qualification.
Experience		Secretarial/clerical experience and dealing with the public.
Knowledge		Knowledge of the Microsoft Office Packages.
Key Skills	<p>Effective communication skills, both verbal and written.</p> <p>Good organisational skills.</p> <p>Ability to act on own initiative.</p> <p>Ability to work well under pressure and meet deadlines.</p> <p>Ability to work well as part of a team.</p> <p>Willingness to take on responsibility.</p> <p>Able to display discretion and a professional and respectful manner at all times.</p>	
Other requirements	Substituting for a higher grade as required by management.	