

## **JOB SPECIFICATION**

**GRADE:** Clerk/ Word Processor

**DEPARTMENT:** H.M. Government of Gibraltar

**RESPONSIBLE TO:** Head of Department

**The main duties and responsibilities of the post are as follows: -**

**(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**

- Audio Typing.
- 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.

**PERSON SPECIFICATION - CLERK/ WORD PROCESSOR**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	<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, CCE 'O' Level, CSE grade 1 or CEE grades 1, 2 or 3 in English Language.</p> <p>OCR/RSA stage II (Intermediate) or any other qualifications providing evidence of proficiency in both, Word Processing and Audio typing at an equivalent level.</p> <p>Accredited Audio Transcription qualification.</p> <p align="center"><b>OR</b></p> <p>Alternatively, applicants who hold experience in Audio Typing, but who are not in possession of the above specified Word Processing and Audio Typing qualifications require five GCSE passes (or GCE 'O' Level) at grades A, B or C, or five CSE grade 1, or five CEE grades 1, 2 or 3, or equivalent, one of which must be in English Language. Additionally, these applicants will also be required to pass a HMGOG Audio Typing entry exam, to progress to the interview selection phase.</p>	
<b>Experience</b>	Experience in Audio Typing	Secretarial/clerical experience and dealing with the public.
<b>Knowledge</b>	Knowledge of the Microsoft Office Packages.	
<b>Key Skills and Behaviours</b>	<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 always display discretion and a professional and respectful manner.</p>	

<b>Other Requirements</b>	<p>Substituting for a higher grade as required by management.</p> <p>Carrying out such other duties as may be required from time to time by the Line Manager, that are appropriate for the grade.</p> <p>Able to work after normal working hours, as required.</p>	
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