

## **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**

- Using a word processor or other keyboard, as required.
- Using and handling software, as required.
- Audio Typing.
- 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

CRITERIA	ESSENTIAL	DESIRABLE
<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, 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 qualifications providing evidence of proficiency in both, Word Processing and Audio typing at an equivalent level.</p> <p>Accredited Audio Transcription qualification.</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 display discretion and a professional and respectful manner at all times.</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>	