

## PERSON SPECIFICATION

<b>Job Title:</b>	Clerical Officer	<b>Job Number:</b>	
<b>Directorate:</b>	Children, Learning and Young People	<b>Post Number:</b>	
<b>Service:</b>	Services for Schools	<b>Grade:</b>	3
<b>Location:</b>	Whitley Abbey Primary School		
	<b>Job Requirements</b>		
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Word processing packages, such as Word, Excel, Publisher for windows systems.</li> <li>• Office procedure, practices and equipment.</li> <li>• Computer applications (SIMS/FMS6) used in schools (training can be provided)</li> </ul>		
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate, and enjoy working, with children in a sensitive and caring manner.</li> <li>• Able to prioritise and organise workload to meet deadlines, cope with interruptions and remain calm under pressure.</li> <li>• Able to liaise and communicate effectively with staff, parents, children and others by telephone and on an interpersonal level to obtain and give information in a courteous way and to resolve queries and filter callers where appropriate.</li> <li>• Able to draft letters and compose replies, and produce statistics and reports as required.</li> <li>• Able to sort, identify, classify, record and file accurately in alphabetical, numerical and subject order.</li> <li>• Able to record and present information in a neat and legible way.</li> <li>• Able to support the provision of secretarial service, e.g. maintain diary, book appointments, arrange meetings and interviews, minute meetings.</li> <li>• Able to stay calm in the presence of irate visitors and follow agreed guidelines for such situations.</li> <li>• Able to operate office equipment such as photocopier, computer, fax, etc.</li> <li>• Ability to recognise the importance of, and maintain security and confidentiality within, the guidelines of the Child Protection Act.</li> <li>• Able and willing to undertake staff training and development courses.</li> <li>• Possess a good sense of humour.</li> </ul>		
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Proven clerical background covering activities such as typing, filing, maintenance of records, using the telephone, dealing with people.</li> <li>• Cash handling</li> <li>• Word processing experience using Windows packages, e.g. Microsoft Word, Excel.</li> <li>• Experience of using SIMS system would be an advantage but training would be given.</li> </ul>		
<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Typing to RSA II standard</li> </ul>		
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempt from the provisions of the Rehabilitation of offenders Act 1974. A DBS Disclosure will be required prior to appointment.</li> </ul>		