

PERSON SPECIFICATION

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