# **PERSON SPECIFICATION: TEAM CLERK POST REFERENCE: 105265**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training** * **Specific qualifications (or equivalents)** | NVQ 3 in Business Admin (or equivalent). (F)  RSA 2 in word processing (or equivalent) or evidence of this standard. (F) | Commenced/part completed a relevant vocational training course leading to NVQ qualification leading to NVQ 4 Business Administration. (F)  RSA 3 in word processing. (F) |
| * **Work or other relevant experience** * **Skills, abilities, knowledge and competencies** | Recent experience of office administration (F)  Considerable experience of dealing with queries from in internal/external sources including other professionals and the general public, both in person and by telephone. (F)  Experience of working in a team. (F)  Competent in preparing and producing accurate statistical information. (I)  Competent in the use of IT systems and proven ability to learn new systems. (F, I)  Competent in the use of Word, Outlook, Integra and Excel (F, I)  Competent in the use of Care First. (F, I)  Competent in the use of Iclipse. (F, I)  Considerable understanding of health and social care in an operational environment (F) (I) | Demonstrate ability to deal with people who access services in a sensitive and tactful manner. (I)  Can demonstrate an awareness of the importance of links with other parts of the organisation and agencies. (I)  Knowledge and understanding of the use of the internet. (I) |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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| * + **General competencies** | Ability to liaise in a professional manner with people at all levels of the organisation and externally with agencies, service providers and members of the public. (I)  Competent at working with colleagues in a cooperative way.(I)  Demonstrate flexibility in approach and response to meet workload pressures and demands.(I)  Ordering, Minutes, Diary Management and Organising meetings and travel. (F) | tieodeo  Demonstrate ability to deal with people who access services in a sensitive and tactful manner. (I) | |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **On-going Training Requirements**  The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.   |  |  | | --- | --- | | **Mandatory/Essential Training** | **Frequency** | | Safeguarding Training updates  Mental Capacity Awareness  GDPR | In line with government guidance  In line with legal updates  Annual |   **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | | |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.