 Stockport Council

Person Specification

**Job Title**: Clerical Assistant – Level B

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| **Attributes** |  | **SCORE** | **Essential or Desirable** | **Selection method** **A=Application****I=Interview****T=Test** |
| **0** | **1** | **2** | **3** |
| **EXPERIENCE** | Previous experience in a clerical role |  |  |  |  | Essential | A, I |
| Experience of working in a busy office environment |  |  |  |  | Essential | A, I |
| Experience of working in a school |  |  |  |  | Desirable | A, I |
| Experience of general finance work |  |  |  |  | Desirable | A, I |
| **KNOWLEDGE & SKILLS** | Ability to work constructively as a team, understanding school roles and responsibilities and the post holder’s position within these |  |  |  |  | Essential | A,I |
| Ability to build and maintain effective working relationships with staff, pupils, parents and visitors |  |  |  |  | Essential | A,I |
| Excellent ICT skills (including word, excel, internet, email) |  |  |  |  | Essential | A,I |
| Knowledge of SIMS.net |  |  |  |  | Desirable | A, I |
| Strong communication skills, both written and verbal and to a professional standard |  |  |  |  | Essential | A,I |
| Good organisational skills, with the ability to prioritise  |  |  |  |  | Essential | A,I |
| To be proactive and use your initiative |  |  |  |  | Essential | A,I |
| Basic appreciation of current issues within the education sector |  |  |  |  | Desirable | A,I |
| Knowledge of school practices, policies and procedures |  |  |  |  | Essential | A,I |
| Accuracy and precision when preparing, maintaining and monitoring financial records and dealing with cash |  |  |  |  | Essential | A,I |
| To be responsible for safeguarding the welfare of children within the school |  |  |  |  | Essential | A,I |
| Ability to maintain confidentiality at all times |  |  |  |  | Essential | A,I |
| **EDUCATION & TRAINING** | To have a good standard of education |  |  |  |  | Essential | A,I |
| GCSE grade C or above (or equivalent) in English and Maths |  |  |  |  | Essential | A,I |
| Ability to identify own training and development needs and cooperate with means to address these |  |  |  |  | Essential | A,I |
| **PERSONAL STYLE & BEHAVIOUR** | Tact and diplomacy in all interpersonal relationships with the public, pupils andcolleagues  |  |  |  |  | Essential | A,I |
| Self-motivation and personal drive to complete tasks to the required timescales and quality standards. |  |  |  |  | Essential | A,I |
| Personal commitment to ensure that services are equally accessible and appropriate to meet the diverse needs of the service users. |  |  |  |  | Essential | A,I |
| Personal commitment to the School’s professional standards, including dress code as appropriate |  |  |  |  | Essential | A,I |
| Ability to remain confidential in all matters discussed within school |  |  |  |  |  |  |
| **ADDITIONAL FACTORS** | Understands and actively supports Stockport Council’s diversity and equality policy. |  |  |  |  | Essential | A,I |
| To meet Stockport Council’s standard of attendance. |  |  |  |  | Essential | A, I |
| The flexibility to adapt to changing workload demands and new school challenges |  |  |  |  | Essential | A, I |
|  | Willingness to be flexible with working hours to assist with events outside of core working hours, when needed (for example: school events happening outside the school day) |  |  |  |  |  |  |

**Competencies**

The main purpose of the above competencies is to define the standards of behaviour required by the organisation. All employees are expected to perform satisfactorily to the generic employee competencies which are reviewed as part of Council's Employee Performance and Development Review scheme for all employees.

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| Competency | Definition |
| Communicating Effectively | * Communicate effectively face to face, by telephone or written word with a diverse range of people
* Make effective use of new technology in communications contribution
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| Being customer focussed | * Provides excellent customer service
* Develops and maintains positive working relationships with customers
* Contributes to the continual improvement of services
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| Effective Team Working | * Develops and maintains positive working relationships with other team members
* Develops positive working relationships with other teams both within and outside the organisation (e.g “colleagues” in the voluntary sector or health service)
* Contributes to the achievement of team goals
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| Personal Organisation and Effectiveness | * Achieves personal objectives on time and to the agreed standard whilst having consideration for the effect on others
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| Personal Development | * Take responsibility for the development and learning of self and others
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| Making the most of Information and Communications Technology | * Can operate all technology necessary for the job role

NB: Elements of this competency may not apply to all job roles across the Council |
| Working Safely | * Follows the Council and Service specific Health and Safety Policies
* Follows local health and safety procedures / practices
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An assessment is carried out by the employee and their manager. The results are discussed as part of the Personal Development Review meeting.